



IDPH AMERICORPS
MENTORING PROGRAM
SUPERVISOR HANDBOOK

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ABOUT AMERICORPS



What is AmeriCorps?

AmeriCorps is referred to as "the domestic Peace Corps." AmeriCorps is a national service program offered through the Corporation for National and Community Service (CNCS) based in Washington, D.C. CNCS supports a full range of full-time and part-time service opportunities through funding provided by Congress and other support from local and private sectors.

The Iowa Department of Public Health's AmeriCorps Mentoring Program provides mentoring opportunities with agencies throughout the state to promote relationship building, social skill development, success in school, and to prevent youth substance abuse.

The Corporation for National Service (CNCS) is divided into three main parts:

- ***AmeriCorps State and National*** support programs that have been awarded AmeriCorps grants. Iowa Commission on Volunteer Services (ICVS) distributes AmeriCorps funding to local programs and monitors compliance with program requirements.
- ***AmeriCorps VISTA*** is a national network program which focuses on helping low-income communities. VISTA members typically serve full time for one year.
- ***AmeriCorps National Civilian Community Corps*** is a national program in which members age 18 - 24 serve in teams on short-term service projects. AmeriCorps NCCC members live on one of five campuses across the country. Iowa is proud to have a NCCC campus in Vinton, Iowa.

Since its inception, more than 1 million men and women have taken the AmeriCorps pledge, serving more than one billion hours and improving the lives of countless Americans.

The Iowa Commission on Volunteer Service (ICVS or "the Commission") was established in 1994 to administer the state's AmeriCorps State programs. The Commission grew out of the Iowa Office of Volunteerism, created in 1978 by Executive Order 33 of Governor Robert Ray. The mission of ICVS is to improve lives, strengthen communities, and foster civic engagement through service and volunteering. The vision is to create an Iowa where all citizens are empowered through service to meet community challenges and make lives better.

AmeriCorps is a cost-effective solution to America's toughest problems:

- **Education and Youth:** AmeriCorps places thousands of teachers, tutors, and mentors into low performing schools, helping students succeed in school and gain skills necessary to get 21st century jobs.
- **Veterans and Military Families:** AmeriCorps supports the military community by engaging veterans in service, helping veterans readjust to civilian life, and providing support to military families.
- **Disasters:** From forest fires and floods, to hurricanes and tornadoes, AmeriCorps members have provided critical support to millions of Americans affected by disasters since 1994.

- **Economic Opportunity:** VISTA, AmeriCorps' poverty-fighting program, engages more than 8,000 members each year in fighting poverty by creating businesses, expanding access to technology, recruiting volunteers to teach literacy, and strengthening antipoverty groups.
- **Health:** AmeriCorps members save lives and improve health through HIV/AIDS education and outreach, drug and alcohol prevention training, and connecting poor families to health clinics and services.
- **Environment:** Members build trails, restore parks, protect watersheds, run recycling programs, and promote energy efficiency, weatherization, and clean energy.

AmeriCorps expands education and economic opportunity

- **Preparing the 21st Century Workforce:** AmeriCorps is a pathway to economic opportunity that provides members with valuable skills, leadership abilities, and experience to help jumpstart their careers.
- **Expanding Educational Opportunity:** AmeriCorps members have earned more than \$2.4 billion in Segal AmeriCorps Education Awards since 1994, helping hundreds of thousands of alums pay for college.
- **Building Community Leaders:** An AmeriCorps longitudinal study found that AmeriCorps alums are more attached to their communities, aware of community challenges, and empowered to address them.
- **Pipeline to Public Service:** AmeriCorps alums are significantly more likely to go into public service careers. This is particularly true of minorities and people from low-income backgrounds.

AmeriCorps strengthens the impact of our nation's nonprofits

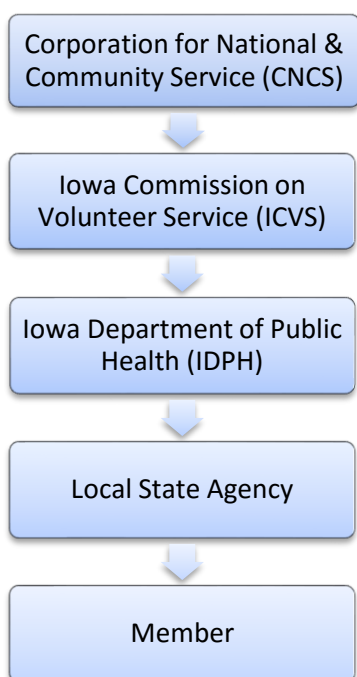
- **Strengthening Nonprofits:** AmeriCorps members help tens of thousands of faith-based and community groups expand services, build capacity, raise funds, develop new partnerships, and create innovative, sustainable programs.
- **Mobilizing volunteers:** AmeriCorps is a powerful catalyst and force-multiplier for community volunteering. Last year AmeriCorps members recruited, trained, and supervised more than 4 million community volunteers for the organizations they serve.
- **Public-Private Partnership:** AmeriCorps leverages substantial private investment from businesses, foundations, and other sources. AmeriCorps has cut costs and become more efficient by supporting more members with fewer federal dollars.
- **Advancing Social Innovation:** AmeriCorps invests in entrepreneurial organizations that have been recognized for their innovative approaches to citizen problem-solving.

AmeriCorps Fast Facts

- 1 Million: Number of individuals who have served as AmeriCorps members since 1994.
- 1 Billion: Total number of hours served by AmeriCorps members.
- \$2.4 Billion: Total amount of Segal AmeriCorps Education Awards earned by AmeriCorps members.
- 4 Million: Number of community volunteers managed or mobilized by AmeriCorps members in 2012.

The Iowa Department of Public Health & AmeriCorps

The Iowa Department of Public Health (IDPH) AmeriCorps Mentoring Project is funded by the state Mentoring Program and AmeriCorps. IDPH works with our state commission, Iowa Commission on Volunteer Services (ICVS) located in the Iowa Department of Economic Authority. IDPH applied for AmeriCorps funding through ICVS and Corporation for National Community Service, CNCS. The AmeriCorps program is located within the Division of Behavioral Health, Bureau of Substance Abuse. IDPH AmeriCorps members serve in a variety of areas including schools, human service-oriented agencies, public health, and mentoring programs including Big Brothers Big Sisters.



The Big Picture

AmeriCorps has four main goals:

- **Getting Things Done**, AmeriCorps members help communities solve problems in the areas of education, public safety, the environment, and other human needs (like health and housing) by getting other people to serve as volunteers.
- **Strengthening Communities**, AmeriCorps members help unite individuals from all different backgrounds - and organizations of all kinds - in a common effort to improve communities.
- **Encouraging Responsibility**, AmeriCorps members explore and exercise their responsibilities to their communities, their families, and themselves - during their service experience and throughout their lives.
- **Expanding Opportunity**, AmeriCorps helps those who help America. AmeriCorps members receive awards to further their education or to pay back student loans. They also gain valuable job experience, specialized training and other skills.

Your Commitment

AmeriCorps members are expected to adhere to the AmeriCorps pledge. Not only during their term of service, but hopefully continuing to serve in their community in the years ahead.

I will get things done for America - to make our people safer, smarter, and healthier.

I will bring Americans together to strengthen our communities.

Faced with apathy, I will take action.

Faced with conflict, I will seek common ground.

Faced with adversity, I will preserve.

I will carry this commitment with me this year and beyond.

I am an AmeriCorps member, and I will get things done. -The AmeriCorps Pledge

AmeriCorps Terminology

AmeriCorps members are unique. They are not a full-time employee, but they're far more than a volunteer. Below are some of the terms to use when talking about AmeriCorps. This vocabulary is helpful when communicating with program staff, Iowa Commission on Volunteer Service or the public you will encounter during your member's term of service.

Typical Employment Terminology	AmeriCorps Terminology
Hire	Enroll
Job	Service
Work	Serve
Paycheck	Living Allowance
Salary	Living Allowance
Volunteer	Member*
Worker	Member*
Employee	Member*
Contract	Member Service Agreement

**The National and Community Service Act of 1990 as amended states that a member "shall not be considered to be an employee of the program in which the participant is enrolled" (42 USC §12511(17) (B)). Thus, as an AmeriCorps member, you are not eligible for unemployment benefits under federal law and Iowa Code §96.19(18) (6) (e).*

AmeriCorps members are also not eligible for overtime pay, sick leave, paid holidays (state or personal), or comp time. You do not have a right to collective bargaining or participation in Iowa Public Employee Retirement System (IPERS).

Program Staff Directory

AmeriCorps Members should always first approach their program supervisor regarding any questions			
Amanda McCurley	IDPH AmeriCorps Program Director	Amanda.McCurley@idph.iowa.gov	515-281-6283
Karla Dorman	IDPH Human Resources Associate	Karla.Dorman@IDPH.iowa.gov	515-281-6222

IDPH Social Media

<https://www.facebook.com/preventiowayouthaddiction>

<https://twitter.com/iapublichealth>

YouTube - <https://www.youtube.com/channel/UCG03jwEzHzM60tTC9Wzuyjw>

SERVICE TERM

Important Web Bookmarks

It's important to stay organized as an AmeriCorps Host Site Supervisor. Bookmark the following pages to access the information quickly and reliably.

1. www.iowagrants.gov. Iowa Grants is where your member timesheets are located and will need to be approved bi-weekly.
2. <https://my.americorps.gov>. My AmeriCorps can be found at the Corporation for National and Community Service (CNCS) website where your member will manage their AmeriCorps experience. They will need a My AmeriCorps account in order to utilize the education award at the end of their service.
3. <http://idph.iowa.gov/>. Iowa Department of Public Health website.
4. <https://idph.iowa.gov/AmeriCorps-Mentoring-Program>. IDPH's AmeriCorps webpages for Members and Supervisors/Contractors. Several important links pertaining to Member's service are listed here.
5. <https://www.volunteeriowa.org/>. Iowa Commission on Volunteer Service website.
6. <https://www.iowamentoring.org/>. Iowa Mentoring Partnership website.
7. <https://www.iowamentoring.org/document/iowa-mentoring-partnership-certification-application>. Iowa Mentoring Partnership Certification Application.

A Member's Term of Service

A member's term of service can begin on November 1, 2016 and run through October 31, 2017. A full-time member agrees to serve a minimum of 1,700 hours within one full year. This will take an average of 40 hours/week over a 42.5 week period. A half-time member agrees to serve a minimum of 900 hours within one full year. This will take an average of 20 hours/week over a 45 week period. Quarter-time members serve a minimum of 450 hours, and minimum-time members serve 300 hours. It is the member's responsibility to communicate and work with the site supervisor and Program Director to complete this commitment within one year or the contracted period. This term of service may be extended, in writing, by the member and the program for the following reasons:

1. The member's service has been suspended due to compelling personal circumstances as described in the Code of Conduct Section.
2. The member's service has been terminated, but a grievance procedure has resulted in reinstatement.
3. The member has not received one year to complete the contracted hours; the member began their term of service after November 1, 2016 but before November 30, 2016.

Regardless of changes in dates, members must complete their contracted service hours - not including vacation, holiday, or sick days - to qualify for an education award. **A maximum of 20% of the hours served may be spent on training, education, or other similar approved activities.**

The member is responsible for scheduling days off with the site supervisor and should provide a minimum of two weeks notice before asking for any personal days. The member will not be required to serve on observed holidays at the host site. Members may be excused for illness but are still required to notify the site supervisor as soon as possible before scheduled hours.

Rewarding Service Opportunities

In agreeing to place an AmeriCorps member, a host site organization agrees to provide an opportunity for direct and meaningful service for the member. Members should be able to learn about themselves and the work of the organization. The activities of the member should allow for personal growth and learning about the community.

Members should expect adequate supervision in order to facilitate the learning and growth described above. The work environment should challenge the member to fulfill the mission of AmeriCorps as outlined in the beginning of this handbook. The site supervisor will provide information, orientation, guidance, and support necessary for the member to contribute to the organization's programs and experience personal and professional growth.

Additional Term Eligibility

Individuals are entitled to serve up to four terms of service (education awards are limited to the equivalent of two full-time awards), but additional terms of service should not be considered a member's right or entitlement. To be eligible for additional terms of service with the IDPH AmeriCorps Mentoring Program:

- **Members must receive satisfactory performance reviews and demonstrate an expanded scope of responsibility at the host site;**
- **Members must complete the required number of service hours within 12 months from their enrollment date;**
- **Members may complete a letter of application stating reasons for consideration for a second term of service and list accomplishments during their first term of service;**
- **Funds must be secured by the IDPH AmeriCorps Mentoring Program through the Corporation for National and Community Service and the Iowa Commission on Volunteer Service**

Members serving multiple terms may be eligible for a stipend increase and will be required to take on a team lead role within the IDPH AmeriCorps Mentoring Program. This may include but is not limited to:

- **Helping Program Director Plan and Lead Trainings**
- **Assisting with Monthly Conference Calls**
- **Creating blog and social media posts highlighting the IDPH Program**
- **Helping update and maintaining the IDPH AmeriCorps Mentoring Program calendar**

Merely meeting the above criteria, however, does not guarantee selection or placement.

Requirements for a Successful Term of Service

In order to successfully complete a term of service and earn the education award, a member must complete all of the following items:

- ☐ Complete the minimum number of hours according to your Member Service Agreement
- ☐ Serve through your term of service final pay period or end date according to your Member Service Agreement
- ☐ Submit time sheets – *due every other week* (Iowa Grants)
- ☐ Submit Monthly Service Log and Volunteer Tracking Log – *due the first Friday of the following month*
- ☐ Submit quarterly progress report in lowagrants.gov
- ☐ Member evaluations are signed and submitted
- ☐ Attend required AmeriCorps orientation and trainings
- ☐ Complete goals and objectives of the program (IDPH and host site)
- ☐ Complete required AmeriCorps service project and submit the Service Project Planning, Tracking & Volunteer Sign-In document
- ☐ Complete exit paperwork
- ☐ Conduct yourself according to the code of conduct
- ☐ Comply with contractual agreements in your Member Service Agreement

Time Reporting System – lowagrants.gov

When are Time Sheets and Monthly Data Reports Due?

Time Sheets (completed online at www.iowagrants.gov) are due every other week and monthly reports are due the first Friday of the following month. Refer to the [2016](#) and [2017](#) Pay Period and Project Time Sheet calendar on the website at www.IDPH.Iowa.gov noting pay periods and paydays. Each week through the member's term of service must have hours listed in the timesheet. If a member reaches all of their hours prior to your end-of-service date in their Member Service Agreement, they still need to submit their timesheets with hours served to get full credit for their service. It is highly recommended that members serve a few more hours over their base hours to ensure a complete term of service. **All monthly reports and time sheets must be completed by your last term of service date.**

Please note: In order for a member to receive their living allowance, they must serve at least one hour within the pay period. If they don't serve hours during a pay period, you are not entitled to the stipend.

Registering for Iowa Grants Time Keeping

Iowa Grants www.iowagrants.gov is the online system for keeping track of the member's service hours. After the enrollment session members will be emailed detailed instructions for registering for Iowa Grants. Once registered for the timekeeping system through Iowa Grants they will be able to utilize the system for tracking hours toward completion of their term of service.

All Host Site Supervisors will need to be registered on Iowa Grants in order to approve their member's timecards. If you are already registered in Iowa Grants, notify the Program Director so you can be added to the IDPH AmeriCorps Mentoring Program, and you can skip the registration process.

Tips for Iowa Grants Registration:

Review the [Iowa Grants Registration Instructions](#). Register using your email. The same PC and browser must be used for the entire process. Browser must have Cookies and JavaScript enabled.

Registration is a 2-phase process. Complete both processes refer to [Iowa Grants Registration Instructions](#).

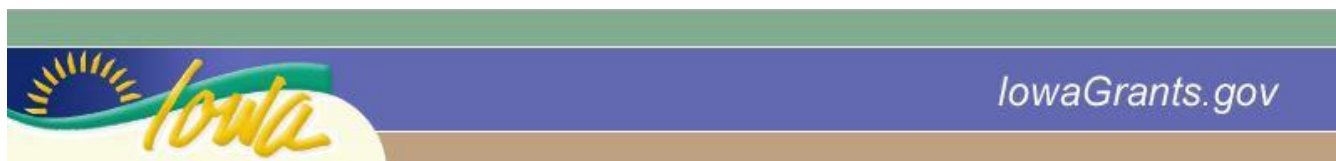
Phase 1 is **Account Activation** with the State's A&A system. (You may already be registered with A&A if you have used state services (camp site registration, College Savings plan).

Your Account Id will be your User Id in Iowa Grants. You will receive a confirmation email that you have activated your account and need to complete account activation by clicking on the link within 72 hours, otherwise you will have to start over. After you log in you will automatically be directed to the Iowa Grants registration page.

Phase 2 is **Registration** within the Iowa Grants system. Enter all required fields*

Note: Legal Name of Organization: Iowa Department of Public Health; Organization Type: State Government; and Program Area of Interest (dropdown menu): **AmeriCorps**.

You will be brought to another webpage notifying you that your registration has been submitted for approval. Once you complete your registration, AmeriCorps staff will be notified and will complete your enrollment in the Iowa Grants system.



Time Keeping with Iowa Grants

The online time sheets track members' hours toward completion of their term of service. Time reports are due every other week.

- Enrollment (including travel to and from Des Moines) should be counted as training
- The member's first two days of service should be counted as training. There may be other times during your term of service where you will code your time as training (such as Orientation or on-site training)
 - **Training should not exceed more than 20% of your time served**
- All other service will be counted as direct service
- Never use the columns Other or add Comments
- Fundraising hours should be very minimal, if any, during your term of service
 - **Fundraising should never be more than 10% of your time served**
- Breaks and meals are not to be included in your time sheet

- Enter hours in the system bi-weekly. Make sure members track their hours separately
- Electronically submit timesheet for supervisor to approve
- If a member submits a timesheet, but made a mistake, contact your site supervisor or program director to release it
- As an AmeriCorps member, sick time or vacation leave are not earned

Site supervisors are responsible for verifying the accuracy of and approving a member's weekly timesheets. The member's timesheet is important for the following reasons.

1. Timesheets help monitor a member's service hours and ensures the member is on track to complete the required number of service hours necessary to receive an educational award.
2. Timesheets provide an accurate record of service when the Corporation for National Service makes an appeal to Congress for refunding.
3. Timesheets provide an accurate record of service in the event of a federal or state audit.

FAQs on Timesheets

Do all member need to complete timesheets?

Yes, all members are required to complete the timesheets in Iowa Grants and submit the timesheets to the Site Supervisor on a bi-weekly basis (See schedule below). Timesheets must be submitted on time. The Site Supervisor must approve the timesheet or return it for corrections within 24 hours.

Who completes the timesheets?

Members are responsible for completing timesheets and submitting them to the site supervisor for approval.

Who approves the timesheets?

Site supervisors are responsible for verifying the accuracy of and approving a member's timesheet.

How often are timesheets required?

Service hours should be posted weekly and submitted bi-weekly, no later than the last day of the reporting pay period. Please ensure the accuracy of the timesheets.

What constitutes a COMPLETED timesheet?

A timesheet is considered complete when it has all of the following components:

- Includes as "Direct Service" only those hours members spend in service and NOT lunch, training, vacation, holidays, sick days or other time off;
- Indicates clearly when a member was absent from their service due to vacation, holidays, emergency leave, and sick leave;
- Has all "Training" hours listed separately but included in the total hours of service;
- Has all "Fundraising" hours listed separately but included in the total hours of service;
- Has **NO** comments in the "Comments" column
- Approval of the site supervisor

What happens if a member doesn't submit a timesheet or it is incorrect?

If a member submits timesheets with errors, the Site Supervisor will unlock the timesheet and communicate with the member to indicate corrections needed. If timesheets are not corrected or are more than one month in arrears, the member's monthly stipend/living allowance check may be held until

the documents are received. The member will receive notification via US mail, e-mail, or telephone before this occurs.

The program director is not allowed to approve timecards for supervisors unless there is documented approval between the supervisor and program director to do so.

In an event when the site supervisor is unable to approve a time card the following steps must be followed:

- Site Supervisor must call or email Program Director when they are unable to approve a timecard
- Program Director will approve timecard and document event
- Time card approval documentation will be signed, dated, and placed in member's paper file in Program Director's office.

FY17 IDPH AmeriCorps Mentoring Project Timesheet and Pay Period Calendar

Pay Period	Timesheet Due Date	Pay Day
11/01/16-11/3/16	11/3/16	11/10/16
11/4/16-11/17/16	11/17/16	11/23/16
11/18/16-12/1/16	12/1/16	1/9/17
12/2/16-12/15/17	12/15/16	12/23/16
12/16/16-12/29/16	12/29/16	1/6/17
12/30/16-1/12/17	1/12/17	1/20/17
1/13/17-1/26/17	1/26/17	2/3/17
1/27/17-2/9/17	2/9/17	2/17/17
2/10/17-2/23/17	2/23/17	3/3/17
2/23/17-3/9/17	3/9/17	3/17/17
3/10/17-3/23/17	3/23/17	3/31/17
3/24/17-4/6/17	4/6/17	4/14/17
4/7/17-4/20/17	4/20/17	4/28/17
4/21/17-5/4/17	5/4/17	5/12/17
5/5/17-5/18/17	5/18/17	5/26/17
5/19/17-6/1/17	6/1/17	6/9/17
6/2/17-6/15/17	6/15/17	6/23/17
6/16/17-6/29/17	6/29/17	7/7/17
6/30/17-7/13/17	7/13/17	7/21/17
7/14/17-7/27/17	7/27/17	8/4/17
7/28/17-8/10/17	8/10/17	8/18/17
8/11/17-8/24/17	8/24/17	9/1/17
8/25/17-9/7/17	9/7/17	9/15/17
9/8/17-9/21/17	9/21/17	9/29/17
9/22/17-10/5/17	10/5/17	10/13/17
10/6/17-10/19/17	10/19/17	10/27/17
10/20/17-11/2/17	11/2/17	11/9/17
11/3/17-11/16/17	11/16/17	11/22/17
11/17/17-11/30/17	11/30/17	12/8/17

AmeriCorps Mentoring Program Data Reporting

Federal requirements mandate that AmeriCorps members complete reports. As a program, we collect required data on our program's accomplishment.

Host Site Supervisors are required to review and verify all members' reports before they are sent to the Program Director.

There will be three regular reports: a **Monthly Service Log** for the services you provide, a **quarterly progress report** summarizing what was accomplished and a **Volunteer Tracking Log** for documenting mentors recruited and attendees of IDPH approved substance abuse prevention training.

Data that you need to collect during the month in order to complete monthly report:

- Day of Service and/or Service Project efforts or events
- Accomplishments towards sustainability of the mentoring program
- Number of substance abuse prevention trainings conducted
- Number of attendees at substance abuse prevention training conducted
- Number of mentors recruited
- Required trainings that were attended
- Number of participants who had an increased knowledge of substance abuse based on results from the pre-and post-surveys.
- Community organizations or other AmeriCorps members you worked with this month
- Success story or lesson learned (**GREAT STORY**)

We want to hear about the great things you are doing!

- When did you "go above and beyond" during your AmeriCorps service this month? Did you take on extra responsibilities that made a difference?
- What are you going to remember about your AmeriCorps service this month? It can be anything that made an impression on you and/or was particularly significant.

Goals and Performance Measures

All members will work towards the same goals of the IDPH AmeriCorps Mentoring Program including:

1. AmeriCorps members will assist each program in creation of a Sustainability Plan with support from IDPH via trainings, meetings and templates.
2. AmeriCorps members will work to recruit 150 new mentors (at least five per funded host-site).
3. AmeriCorps members will create and facilitate 90 trainings (3 per host-site) focused on substance abuse prevention education to at least 500 participants.

As part of the member's professional development, they will work with you, site supervisor, to set goals each month related to their service as an AmeriCorps member. Services connected to these goals will be submitted in the member's Monthly Service Log.

Code of Conduct

Host Site and Host Site Supervisor Expectations

Host-Site Expectations

- A clear vision of the project and how the AmeriCorps member will be most effectively utilized;
- Organizational capacity to develop and manage the project;
- Supportive leadership from staff and host-site to ensure the AmeriCorps member is considered and treated as an integral part of the organization;
- Proper support, supervision, and training for the AmeriCorps member during the year of service
 - Must identify a site supervisor who is available full-time to oversee member(s);
- Adequate office space and supplies to meet the AmeriCorps requirements and for the success of the member's service term;
- Adhere to AmeriCorps branding as required in the "Branding and Messaging Guidance" document at http://www.nationalservice.gov/sites/default/files/documents/2015-AmeriCorps-Branding-Messaging-Guidance_0.pdf; and
- Agrees to release the member from host-site responsibilities for required meetings, trainings and other projects as noted by the IDPH AmeriCorps Mentoring Program.
 - AmeriCorps members may be asked to serve in a disaster response if their abilities are needed.

Host-Site Supervisor Expectations

- Comply with the AmeriCorps grant regulations and guidelines;
- Identify and hire member(s) by November 1, 2016 according to the slot type/number applied for in the RFP;
 - Host-sites are not allowed to hire a member full time prior to the member successfully completing their AmeriCorps term commitment. If a member is hired full time prior to completing his/her term, the agency will not be allowed to claim reimbursements for the remaining time served;
- Provide host-site specific and project-related training and orientation;
- Provide ongoing supervision and support
 - Provide at least 3-7 hours per week, per member;
 - Follow IDPH and host site disciplinary procedures regarding member(s) conduct (disciplinary procedures and the role of the site supervisor in member discipline and termination is outlined in the Member Service Agreement under II. Position Description, Behavioral Expectations and III. Release From Terms of Service);
- Complete member initiation paperwork, validate time sheets, prepare program/grant reporting requirements, complete member performance evaluations and member exit processes;
- Work with the AmeriCorps member(s) to create and sustain individual host-site programs, events and goals;
- Attend mandatory site supervisor training provided by IDPH on November 10, 2016 from 1:30-3:30 via Zoom web conference;
 - Site supervisors are required to attend even if they currently do not have a member at their host site
- Attend two, one-day contractor meetings for members and site supervisors February 7, 2017 and August 1, 2017 in Des Moines;
 - The topics of communication, citizenship, disaster response, volunteer management and life after AmeriCorps will be reviewed;

- Site supervisors are required to attend even if they currently do not have a member at their host site at the time of the trainings
- Participate in monthly host-site check-in calls on the third Friday of each month from 9:00-10:00 via Zoom web conference;
- Ensure AmeriCorps member(s) participate in a National Day of Service;
- Work collaboratively with the IDPH AmeriCorps Mentoring Project Team;
- Communicate with the IDPH AmeriCorps Mentoring Program Director regularly regarding questions, concerns and updates;
- Participate in any site visits provided by the department, the Iowa Commission on Volunteer Service (ICVS) and/or the Corporation for National and Community Service (CNCS); and
- Participate in all data collection and member evaluation processes directed by IDPH, ICVS, and CNCS.

Site Supervisor Roles and Responsibilities

As the site supervisor, you will play a variety of roles as you mentor the AmeriCorps member(s) at your host site. You will:

- be the primary/daily point of contact for the member during his/her term of service;
- assist in training and orienting the member to the host site and community;
- provide ongoing advising and mentoring during the member's term of service;
- provide professional development opportunities for the member

One of the IDPH AmeriCorps Mentoring Program's objectives is to provide members a variety of opportunities for professional and personal development. The member, in turn, provides opportunities for your organization to build capacity in order to offer increased services and programming. Quality supervision and mentorship is critical in helping to maximize the benefits of service for the member and your organization. Please remember to:

- Provide ongoing supervision through regularly scheduled meetings with your member (meet a minimum of 3-7 hours/week);
- Review members' service position descriptions to address the program's performance measurement objectives;
- Maintain open communication;
- Identify and document members' training needs and opportunities for professional development;
- Involve the member in appropriate staff meetings, retreats, and training events;
- Provide direct and honest feedback on all aspects of a member's performance on a regular basis - positive aspects as well as areas in need of strengthening.

Feedback on Member Performance

Site supervisors play a crucial role in fostering a member's professional and personal development. As a manager and mentor, supervisors have the ability to observe performance and provide feedback regarding what the member does well, what skills are needed to develop further, and what future career/educational paths the member might want to explore. Given this critical role, the program has the following expectation regarding appraisal of a member's performance:

- Evaluate the member after six months (or mid-term) of service and at the end of the service year. Supervisors must use the IDPH AmeriCorps Mentoring Program evaluation form. A member's six-month and final performance appraisal and the Member Evaluation Acknowledgement, with

original signatures, must be sent to the Program Director; site supervisors are asked to make a copy for their files.

- The evaluation should provide a summary of the feedback given to the member overtime. It should not contain any surprises.

Direct Supervision Duties

Many site supervisor duties are similar to those a supervisor would undertake with paid staff or volunteers; other duties are specific to AmeriCorps members. Among the general duties and approaches that are especially applicable for AmeriCorps members are:

1. Have a full and working knowledge of the IDPH AmeriCorps Mentoring Program, its performance measurement objectives and measurement instruments, and the AmeriCorps member's service position description;
2. Hold regular meetings with the AmeriCorps member (weekly meetings are advised);
3. Examine if the AmeriCorps member has received the proper instruction, supervision, and training needed to perform their service roles appropriately

Special duties applicable for site supervisors to consider regarding AmeriCorps members include:

1. Designate an appropriate supervisor to monitor the member's day-to-day performance and complete mid-term and end-of-term performance appraisals. Site supervisors must also review and verify a member's monthly timesheets.
2. Provide each member a copy of their service position description.
3. Provide quality on-site orientation during the AmeriCorps member's first week of service. (Refer to the On-Site Orientation Checklist in Section II.)
4. Provide opportunities throughout a member's term of service that allow the member to meet all of their contracted hours through meaningful service.
5. AmeriCorps members are not allowed to displace any paid employee providing the same or similar service at the host site, including any position for which a salary was paid within the most recent 12-month period.
6. AmeriCorps members are not allowed to displace any current volunteer providing the same or similar services at the site.
7. Host sites may not prevent members from attending IDPH AmeriCorps Mentoring Program sponsored events, trainings, or service projects.
8. Provide member with resources and tools needed to perform effectively.
9. Provide member with appropriate mentoring and leadership opportunities to enhance professional development. This includes encouraging the member to participate on committees, work groups, or boards related to the APPC initiative and ensuring they have challenging and fulfilling responsibilities.
10. Notify the Program Director immediately of any problems with a member's performance, including failure to report to work, unprofessional behavior, etc.
11. Introduce AmeriCorps members to the community through the use of media, letters, or personal introductions to local officials.
12. Promote interaction, reflection, and closure at the end of the AmeriCorps member's year of service. Formally acknowledge this achievement with a graduation ceremony or special event.

Retention of Members

- Create an environment that focuses on retention of member(s) including:
 - Clear expectations of the term/member, especially during the hiring and orientation process;
 - Orientation of the member within the first week of hiring;

- Weekly supervision of member (3-7 per week, per member);
- Ongoing recognition of the member;
- Consideration of ways to strengthen the member experience during the term of service

Member Expectations

During their term of service, Members are expected to perform their position duties as outlined in their member service agreement, have a positive work performance, be punctual and report to service site according to the set service hours, and represent themselves and the host site in a positive manner.

The following are considered a breach of the Code of Conduct and will result in disciplinary measures:

Work Performance

- Insubordination, disobedience, failure or refusal to follow written or oral supervisory instructions, directions, or agency policies and directives.
- Willful or wanton neglect of job duties or responsibilities.
- Conducting unauthorized personal business, loafing, loitering, sleeping, reading publications (electronic or hardcopy) unrelated to the job or assigned duties, or watching television. This rule is not intended to prohibit infrequent use of the telephone for personal business, or infrequent social contact or discourse, as long as it does not materially interfere with the employee carrying out assigned duties. Likewise, listening to the radio or CDs is permitted if such listening does not interfere with the ability of the employee, or other employees, to carry out assigned duties, and is authorized.
- Failure to provide accurate and complete job-related information whenever such information is required by another employee, manager, another government employee or a citizen who needs the information to accomplish his or her assigned responsibilities.

Attendance and Punctuality

- Failure to report promptly at the starting time or leaving before the quitting time of a work period without approval of the appropriate supervisor.
- Stealing or unauthorized use of state property and equipment.
- Access to any sexually explicit sites or media from any host site computer is strictly prohibited. Any employee who willingly violates this directive and uses his or her computer to access a sexually explicit site on the Internet will be terminated.

Personal Actions and Appearance

- Reporting to work in (1) a condition which is unsafe to yourself, others, or physical property, (2) a condition which renders you incapable of performing assigned duties, or (3) a condition which creates an unfavorable public image. These conditions may include, but are not limited to, physical illness, or being under the influence of alcohol, or other controlled substances.
- The use of alcoholic beverages or narcotics during work time or any violations of the state's substance abuse policy.
- Threatening, attempting or inflicting bodily injury to another person.
- Disorderly conduct including, but not limited to, horseplay, hazing, harassment, verbal abuse, or similar unbecoming conduct.

- Making false or malicious statements concerning other employees, supervisors, IDPH, or other state officials.

Behavioral Expectations

- The member is expected, while acting in an official capacity as an AmeriCorps member, to at all times:
 - Demonstrate mutual respect toward others.
 - Direct concerns, problems, and suggestions to host-site supervisor.
 - Follow all policies and procedures of the host-site organization
 - While charging time to AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or the Corporation, staff and members **may not engage** in the prohibited activities listed in **Attachment A of the Member Service Agreement**. Volunteers recruited and/or managed by AmeriCorps members may not engage in the listed prohibited activities. Members are responsible for reporting, to the Program Director, any request to perform activities listed under Nonduplication/Nondisplacement in **Attachment A of the Attachment A of the Member Service Agreement**.
- At no time may the member:
 - Engage in any activity that is illegal under local, state, or federal law.
 - Engage in activities that pose a significant safety risk to others.
 - The member understands that the following behaviors, but not limited to, constitute a violation of the program's rule of conduct:
 - Unauthorized tardiness.
 - **Unauthorized absences.** *(Members may be excused for illness but are still required to notify the site supervisor as soon as possible before scheduled hours. If a member is absent because of illness for three consecutive days, a written excuse from a medical doctor is required.)*
 - Repeated use of inappropriate language (i.e. profanity) at a service site.
 - Engaging in activity that may physically or emotionally damage other members of the program or people in the community.
 - Possessing or using any illegal drugs during the term of service.
 - Being under the influence of alcohol or any illegal drugs during the performance of service activities.
 - Failure to notify the program site supervisor and IDPH Program Director of any criminal arrest or conviction that occurs during the term of service within 5 days after the offense.
- For violating the above stated rules, and failing to meet the standards of behavior and work as expressed above and by the member's supervisor, the member may be terminated. The member will be notified of his/her inability to meet these standards in the following ways:
 - Step 1:** The site supervisor will speak to the member about the issue and call the AmeriCorps Program Director to inform of the situation. Create a note with a description of what was said and done for the member's file and share the written description with the Program Director.
 - Step 2:** Give a verbal warning to the member, clearly describing the problem and steps necessary for improvement. Document the conversation by creating a note for the member's file and share it with the Program Director.

Step 3: If the problem persists, give a written warning describing the behavior. In this written warning, describe the steps the member must make that are necessary for improvement. The supervisor should also describe procedures taken if behavior does not improve. This could include a suspension from service after consulting with the Program Director. Share the written description with the Program Director.

Step 4: If there is still no improvement in the member's behavior, the member may be released from his/her service term for cause after the Program Director has been notified. The Program Director and site supervisor both must concur that release for cause is appropriate

The AmeriCorps member is free at any time to contact the Program Director to discuss conflicts or concerns.

- **The Program reserves the right to release the member for cause if, in the judgment of the Program Director, his/her conduct undermines the effectiveness of the Program or the project to which he/she is assigned.**
- **The Program may release the member for cause if, in the judgment of the Program Director, he/she repeatedly or periodically continues to demonstrate inappropriate behavior by engaging in a pattern of conduct inconsistent with Program expectations.**
 -
- **The Member understands that he/she will be either suspended or released for cause in accordance with paragraphs (A) and (B) of section VI of this agreement. Any members exited for not performing satisfactorily will be notified by the Program Director or his/her designee of this designation at the time of release from service and will not be able to enroll in future AmeriCorps programs.**
- **Under the Drug-Free Workplace Act, you must notify the Program Director within 5 days if you are convicted under any criminal drug statute. Your participation in the Program is conditioned upon compliance with this notice requirement.**

Release from Service & Grievance Procedure

If challenges with an AmeriCorps member's performance are still unresolved after completing appropriate conflict resolution strategies as detailed above in the Violation of Behavioral Expectations and Corresponding Discipline Actions section, please contact the Program Director immediately to further discuss the situation. Host sites cannot independently terminate AmeriCorps members - this procedure must be facilitated through the Program Director.

Members may be released for two reasons - for "cause" or for "compelling personal circumstances."

- **"Cause"** is defined as violating the rules of conduct, dropping out of the program without obtaining a release, being charged with a felony or the sale or distribution of a controlled substance, or any other serious breach that in the judgment of the Program Director, undermines the effectiveness of the program.

- **“Compelling personal circumstances”** include, but are not limited to, events such as the member acquiring a serious illness or injury that makes completing his/her term of service impossible, illness or death of an immediate family member, or being drafted by the Armed Services.

Please Note: **Relocation, acceptance to a college or university, or the acceptance of an employment offer (other than a “welfare to work” offer) DO NOT constitute a compelling personal circumstance.**

The member ceases to receive benefits under the program when discontinuing his/her term of service due to compelling personal circumstances. If, however, the member has completed at least 15% of their required service hours, the member may receive a prorated portion of the education award, loan forbearance, and interest accrual payments.

In the event an AmeriCorps member is released for cause, the member may contest the program’s decision by filing a grievance. If informal efforts to resolve disputes are unsuccessful, members can seek resolution through a grievance procedure including an opportunity for a hearing and binding arbitration. This process may include an alternative dispute resolution process such as mediation. Please refer to the Iowa AmeriCorps Partnering to Protect Children Program’s Grievance Policy for detailed information.

Voluntary Suspensions

If a member experiences a compelling personal experience, childbirth, military service, injury/surgery, family emergency, or long-term illness, they may apply to the Program Director to have your term suspended for a minimum of one (1) pay period. It is the sole discretion of the Program Director, in collaboration with the site supervisor, whether a request for suspension will be granted. Suspensions cannot be granted retroactively. Member’s must ask for a suspension as the event is happening, not after member has returned to service.

Time spent on suspension will be added to the end of the member’s term. For example, if they are suspended for 20 days, then 20 days will be added to the end of their term. While members are suspended, they do not have to report to your service site, and they will not receive their living allowance. They will be paid during the time added to the end of your term. They may be required to provide documentation of the emergency for their file. Only a suspension can extend the AmeriCorps contract. Failure to complete service requirements within the Member Service Agreement time-frame will result in loss of the Eli Segal Education Award.

Site Visits

During the member’s term of service, the Program Director, Iowa Commission on Volunteer Service (ICVS) staff, State Commissioners, local or state elected officials, or representatives from the Corporation for National & Community Service (CNCS) may visit your program service site to learn about the projects and service you and your members are performing. It is important that members wear their AmeriCorps clothing or buttons during site visits and make sure an AmeriCorps site sign is posted at your site.

Member Service Agreement

At the beginning of the service period, each member signs a Service Agreement that sets out the terms of participation for AmeriCorps. Many items are covered in this contract, such as the minimum number of service hours to be served, start and end dates of service period, acceptable conduct, prohibited activities, and other terms of service. Refer to the Member Contract for specific information.

Service Position Description

Host sites must provide a service position description outlining a member's major activities, tasks, and time commitments during his/her term of service. As mentioned previously, activities should provide the member with meaningful service and opportunity for personal growth. These position descriptions will be important references in evaluating the performance of the member.

Drug Free Workplace

All AmeriCorps host sites must comply with the Drug Free Workplace Act. Site supervisors must notify AmeriCorps members about the Act and its requirements. Also, if a member is arrested or convicted of a drug offense, the site supervisor and member must notify the Program Director within five days and IDPH will take appropriate action.

AmeriCorps Branding

All host sites are required to post an AmeriCorps sign within the vicinity of the AmeriCorps member's office space/place of service. Signs can be purchased here: <http://gooddeed.org/banners.aspx> or here: <https://americorps.nationalservicegear.org/store/catalog/AmeriCorps-Banners-Signs-Stickers>.

The Program Director can also provide you with logos if you decide to make your own sign and have them printed. Please be aware that there are specific guidelines that must be followed when making your own AmeriCorps gear. If you are co-branding (using more than one logo on a sign or shirt) the AmeriCorps logo should be the same size or larger as the other logo(s) that are used. Please refer to the CNCS branding requirements and recommendations for more information:

<http://www.nationalservice.gov/newsroom/marketing-and-media-resources/logos/guidelines-use>.

AmeriCorps signs and branding help staff and community partners identify the member's participation in AmeriCorps. Members and their site supervisors are often extremely proud of this affiliation and appreciate increased visibility. Publicizing participation in AmeriCorps makes a strong positive statement about the member's and the site's commitment to service. In addition, members should be identified during their service by wearing of AmeriCorps service gear (t-shirt, polo, oxford, etc.) or an AmeriCorps insignia (such as a pin or logo nametag or logo lanyard) during their service.

Host Sites are responsible for providing funding for AmeriCorps gear for their members. You can get gear here: <https://americorps.nationalservicegear.org/store/catalog> and here: <http://gooddeed.org/>.

Voting

All IDPH AmeriCorps Mentoring Program members are encouraged to register to vote during their term of service, and host-sites must allow time to register to vote during their service hours. However, sites cannot require members to register or to vote. Host sites cannot attempt to influence how a member votes.

Jury Duty

Serving on a jury is an important citizenship responsibility. Members should be encouraged and must not be penalized for serving on jury duty. During the time AmeriCorps members serve as jurors, they should continue to receive credit for their normal service hours. Also, they may keep any reimbursements for incidental expenses received from the court.

Discrimination & Reasonable Accommodation

The IDPH AmeriCorps Mentoring Program Director is responsible for ensuring compliance with AmeriCorps policies pertaining to discrimination and reasonable accommodations for members with disabilities.

AmeriCorps programs may not discriminate against any member, program staff, or service recipient on the basis of race, color, national origin, religion, sex, age, political affiliation or disability. Programs must also comply with applicable state nondiscrimination laws.

A program must also provide reasonable accommodations to an otherwise qualified member with known mental or physical disabilities. Accommodations must be based on the member's individual needs. All member candidate selections and service assignments must be made without regard to the need to provide reasonable accommodation.

AmeriCorps programs are not required to provide accommodations that would impose an undue burden on the program or local host sites. The IDPH AmeriCorps Mentoring Program Director will work with the Corporation for National and Community Service to determine whether or not specific accommodations are reasonable. Assistance may also be available through the Iowa Commission on Volunteer Service to help address reasonable accommodation issues.

BENEFITS/REQUIREMENTS

Living Allowance

IDPH AmeriCorps living allowances are paid through the state of Iowa payroll system every two weeks. Living allowances are a benefit for most positions and is defined in the Member Service Agreement.

Members will be paid the same gross amount every payday regardless of the actual number of hours they serve. Net pay may vary due to tax withholdings. Living allowance is subject to state and federal tax withholdings based on the W-2s completed at enrollment. Members can modify withholdings at any time during their term of service.

Members and Supervisors will be given a pay period calendar at their orientation. Use the key to determine when timesheets are due, when state holidays occur, and when payroll warrants are processed.

Member's first paycheck will be issued in the form of a paper check, which is mailed out on the Friday pay date. Depending on the location selected to have the check mailed to, the member's check could arrive anywhere between Saturday and the following Wednesday after pay date. If a member does not receive their living allowance check by the following Thursday's mail, contact Karla Dorman (see page 4 for contact information).

Depending on processing time, subsequent checks will go directly into the member's bank account via direct deposit. Sign-up for this process will occur during member enrollment; the funds will be in the member's account the Friday morning of the pay date. If you have any questions regarding your stipend, please contact Karla.Dorman@IDPH.Iowa.gov.

Please note: In order for members to receive their living allowance, they must work at least one hour within the pay period. If they don't serve hours during a pay period, they are not entitled to the stipend.

Health Care & Worker's Compensation

Full Time Members Health Care Options

Health care benefits, including limited dental and eye care, are available to all full-time 1,700 hour members. Member's monthly premiums are paid for by IDPH. All co-pays are the responsibility of the member. If a member declines health care benefits through IDPH, proof of outside coverage is required and must be provided to the AmeriCorps program staff.

Insurance information is available [here https://www.scribd.com/fullscreen/287541780?access_key=key-A64BVnhNfe6k18uuwE2a&allow_share=false&show_recommendations=false](https://www.scribd.com/fullscreen/287541780?access_key=key-A64BVnhNfe6k18uuwE2a&allow_share=false&show_recommendations=false).

Insurance coverage provided through:

The Corps Network, Cigna Medical Plan

Cigna: 1-800-244-6224 for more information regarding the medical plan

Worker's Compensation

As a member of the IDPH AmeriCorps program, members are covered by workers' compensation if they are injured on the service site. In order to be covered under workers' compensation, they must see specified physicians unless it is a true emergency and then they should seek immediate medical attention at an emergency room. **Make Sure Members REPORT ALL INJURIES IMMEDIATELY TO YOU, then contact Karla Dorman, IDPH Human Resources Associate to be directed to a specified physician.**

Site supervisors can assist members in completing the proper paperwork. If members do seek medical attention from a physician that is not covered under workers' compensation or do not provide the proper documentation, their claim may not be covered under workers' compensation.

Questions on worker's compensation: please contact your Karla Dorman, IDPH Human Resources Associate, at Karla.Dorman@IDPH.Iowa.gov or call 515-281-6222.

Education Benefits

The Segal AmeriCorps Education Award is a certificate AmeriCorps members receive upon successful completion of their term of service from the National Corporation. The award can be transferred to specific schools or to repay qualifying student loans. Individuals may earn up to the equivalent of **two** full time education awards.

Information on the Segal AmeriCorps Education Award can be found at:

- Corporation for National and Community Service (CNCS): <http://edaward.org/>

You must have a My AmeriCorps (www.my.americorps.gov) account to utilize your education award. Be sure to register and create an account before your term of service ends.

Your Segal Education Award Can Be Used To:

- Repay qualified student loans
- Pay certain education costs at qualified institutions of higher education and training programs
- Pay for current education expenses
- You can access a portion or the entire award
- Education award must be used within **seven** years of completing your term of service

The national service legislation defines qualified student loan as a loan backed by the federal government under Title IV of the Higher Education Act (except PLUS Loans to parents of students) or under Titles VII or VIII of the Public Health Service Act. You may also use your Segal AmeriCorps Education Award to repay a student loan made to you by a state agency, including state institutions of higher education.

Segal AmeriCorps Education Awards cannot be used to repay any other type of loan, even if the loan was obtained for educational purposes. You can use your Segal AmeriCorps Education Award to repay defaulted student loans as long as the loans meet the definition of qualified student loan.

If you are over 55 at the time you began service, you can transfer your Education Award to a child, grandchild or foster child. Please visit <http://edaward.org/> for more information.

Award Amounts

TERM TYPE	MINIMUM HOURS	AWARD AMOUNT
Full Time	1700	\$5,730
Half Time	900	\$2,865
Quarter Time	450	\$1,515.55

Eligibility

Members must complete the following to be eligible for the award:

- Complete the minimum number of hours according to their Member Service Agreement
- Work through the term of service end date pay period
- Submit biweekly Iowa Grants timesheets
- Submit monthly and quarterly reports
- Complete required goals and objectives of program
- Complete required service project
- Complete entry and exit surveys and forms from the program

Early Exit of AmeriCorps Service

Members may be released early and eligible for pro-rated education awards if the member cannot complete his/her term due to compelling personal circumstances which is determined by ICVS. Leaving for new employment does not qualify as a compelling circumstance within the IDPH AmeriCorps Mentoring Program as that is not one of our objectives. Members must have served at least 15% of their service term AND for at least two calendar months in order to be eligible for a pro-rated education award. Members exited for Cause are not eligible for an educational award. Contact IDPH AmeriCorps staff and your supervisor if you plan to leave your service early.

Early exits for employment reasons must meet these guidelines:

- Advance notice of 2 weeks given to the program director before the start of a new job
- No unexplained/unexcused absences allowed
- Written certification

Eligibility for Education Awards & Future Service in the National AmeriCorps Program

Member served through the contracted end date?	Yes	No	No*	Yes	No	No
Member met the minimum hours required?	Yes	Yes	No	No	No	No
Did the member perform satisfactorily?	Yes	Yes	Yes	Yes	Yes	No
Exit type	Successful Completion	Successful Completion ahead of schedule	Compelling Personal Circumstances	Cause	Cause	Cause
Education Award Eligibility	Eligible for full award	Eligible for full award	Eligible for partial award	Not eligible	Not eligible	Not eligible
Future Service Eligibility (Subject to term limits)	Eligible	Eligible	Eligible	Eligible – must disclose prior release to Corporation	Eligible – must disclose prior release to Corporation	Not Eligible

*Eligible if the member served at least 15% of the service hours.

Compelling personal circumstances include:

- (i) Those that are beyond the participant's control, such as, but not limited to:
 - (A) A participant's disability or serious illness;
 - (B) Disability, serious illness, or death of a participant's family member if this makes completing a term unreasonably difficult or impossible; or
 - (C) Conditions attributable to the program or otherwise unforeseeable and beyond the participant's control, such as a natural disaster, a strike, relocation of a spouse, or the nonrenewal or premature closing of a project or program, that make completing a term unreasonably difficult or impossible;
- (ii) Those that the Corporation, has for public policy reasons, determined as such, including:
 - (A) Military service obligations;
 - (B) Acceptance by a participant of an opportunity to make the transition from welfare to work; or
 - (C) Acceptance of an employment opportunity by a participant serving in a program that includes in its approved objectives the promotion of employment among its participants.

Compelling personal circumstances DO NOT include:

- (i) To enroll in school;
- (ii) To obtain employment, other than in moving from welfare to work or in leaving a program that includes in its approved objectives the promotion of employment among its participants; or
- (iii) Because of dissatisfaction with the program.

Award Limitations

AmeriCorps members can serve a maximum of 4 terms and earn the value of two full-time education awards. Full-time, half-time, quarter time, and minimum time terms of service each count as one term of service. Generally, if you are released for cause before completing your term of service and do not receive an education award, that term of service counts as one of your terms. The National Corporation for National Service Trust does not make payments to anyone other than qualified schools and loan holders. See your financial aid counselor for information on payments.

If you withdraw from the school at which you have used the education award, the school may be required to refund the Trust. If any refund is owed, it is credited to your education award "account," and is subject to the award's original expiration date (seven years from the date the award was earned). For general information on how withdrawing from school may affect your student financial aid, ask your financial aid counselor. Under certain circumstances, you can use the education award to study outside the U.S. Contact the **National Service Hotline at 1-800-942-2677 for further information.**

Award Transfer

The Serve America Act allows for the transfer of AmeriCorps State and National and Silver Service education awards under certain conditions. The person who earned the award has to have been at least 55 years old when they began the term of service and the person to whom the award is transferred has to be the transferring individual's child, grandchild, or foster child.

To transfer an award, an individual must:

- Have earned an education award in an AmeriCorps State and National or a Silver Scholar term of service;
- Have been at least 55 years of age before beginning the term of service for which the award is attached;
- Have begun this term of service on or after October 1, 2009;
- Transfer the award before the original expiration date;
- Designate all or a portion of the unused award for the transfer; and
- Complete the on-line forms authorizing the transfer, which includes providing information and certifying eligibility to make the transfer

Taxes

Remember, the IRS has determined that payments made from an education award are considered to be included in a member's taxable income in the year the payment is made to the school or loan holder. Interest payments are also considered taxable. This increase in your income could affect your tax liability for that year. Consult a tax professional for additional information regarding tax implications.

If you use your education benefit in the State of Iowa you will not be taxed state taxes.

The Importance of Using My AmeriCorps

In order to prevent a delay in the processing of Segal AmeriCorps Education Award payments, individuals must request payments electronically using the on-line system, myamericorps.gov. This is a secure, user-friendly and fast method for requesting payments to be remitted to qualified schools or loan holders. It also provides electronic records of payments requested and there are no forms to mail.

Optional Benefits

Food Assistance

The Food Assistance program is Iowa's program under the federal Supplemental Nutrition Assistance Program (formerly known as Food Stamps). Benefits are issued on an Electronic Benefit Transfer (EBT) card. AmeriCorps living allowances are excluded as income for Food Assistance. Make sure and inform the DHS/Food Assistance staff person that you are an AmeriCorps State and National member (not an AmeriCorps VISTA member).

To apply for food assistance and/or more information about eligibility requirements:

- Visit the Food & Nutrition website at www.fns.usda.gov
- Visit the Iowa Department of Human Services (DHS) website at www.dhs.state.ia.us and click on the "Food Assistance" link
- Apply online at www.yesfood.iowa.gov

The Iowa Food Assistance program provides an EBT (debit) card that can be used to purchase groceries. The Iowa Department of Human Services adds money to the EBT card each month. The EBT card replaces the older food stamps program.

If DHS requests a letter from IDPH, contact AmeriCorps program staff.

Share Iowa

SHARE Iowa offers grocery packages at half the retail cost. The basic grocery package includes frozen meats, fresh fruits and vegetables and convenience foods at a savings of up to 50% off retail prices. Different packages (such as vegetarian and special offers) are also available. You can pay for your SHARE packages with cash or the Iowa Food Assistance Program EBT card. AmeriCorps members automatically qualify for SHARE Iowa and no additional volunteering is required. For more information on the SHARE Iowa program, visit www.shareiowa.com.

Childcare Assistance – Only available for 1700 hour members

Income eligible members may apply for childcare assistance by working directly with GAP Solutions, Inc. Members should visit <http://americorpschildcare.com/> for more information on how to access this assistance. Members are not eligible to receive childcare assistance from AmeriCorps if they are receiving childcare subsidies from another source for the same period of AmeriCorps service. In addition, members that are eligible under the federal guidelines are also eligible under the state child care programs; however, the Iowa Department of Human Service requires that members access benefits available through GAP Solutions, Inc. before obtaining state benefits.

Training, Orientation, Meetings & Evaluations

Training

One of the main objectives of the IDPH AmeriCorps Mentoring Program is to provide members hands-on, job-skill training. Members will collaborate with you, the host site supervisor, in planning their duties, setting, developing, and evaluating your personal and host site goals during your term of service.

During your term of service, members and host site supervisors will receive training and experience service opportunities designed to sustain and promote a lifelong ethic of service and civic responsibility. Some of the topics that will be covered are: citizenship, volunteer management, communication, disaster response, and life after AmeriCorps just to mention a few.

IDPH requires that members also participate in the Substance Abuse Prevention Skills Training (SAPST). This national training is hosted in Iowa twice per year and is a foundation for substance abuse prevention work. The Program Director will provide information to you as the training is scheduled. More details about the training can be found at https://www.edc.org/newsroom/articles/making_case_prevention.

Required Trainings

AmeriCorps Members are required to have trainings on the following topics in order to be eligible to earn their education award. Members Serving less than 4 months are only required to have the trainings that have an asterisk following them.

- Member Orientation* – November 8th 2016 – Des Moines
- Communication* – February 7th 2017– TBD
- Citizenship* – February 7th 2017– TBD (ongoing)
- Volunteer Management – February 7th - TBD
- Disaster Relief – August 1st 2017 – TBD
- Life After AmeriCorps – August 1st 2017 – TBD

If a member must miss a required training due to an emergency, it is their responsibility to contact the Program Director and to make other arrangements.

Members are required to track their training hours as **only 20% of AmeriCorps hours served can be training hours**. Members will use the IDPH AmeriCorps Mentoring Program Training Log and the AmeriCorps Member Training Document (both located on the website) to document and verify the trainings they have attended throughout their service term. Host Site Supervisors are required to verify the trainings as well.

Orientation

All members (except for 300 hour members) are required to attend Orientation. Members will receive information through email regarding dates and times of Orientation.

Meetings

Host Site Supervisors will be required to participate in a monthly Check-In Call to connect with IDPH and other supervisors as well as discuss progress. This call will occur at a consistent time and day each month that works for all supervisors. If a supervisor is unable to make the call, they should send someone (not a member) in their place. IDPH will also host two Contractor Meetings per each Fiscal Year. These meetings will occur in Des Moines at a time to be decided by members and site supervisors.

Evaluations (Mid-term and End of Service)

End evaluations are completed by supervisors for all members. You are responsible for completing the evaluation and reviewing it with your member(s) before the end of their term of service. Both you and your member must sign the evaluation and send it to the IDPH AmeriCorps program staff.

All 1,700 or 900 hour members will receive a mid-term evaluation that is prepared by the host site supervisor. After you review the evaluation with your member, you will both sign the form and send it in to the IDPH AmeriCorps program staff.

Expenses

Members can request reimbursement for mileage between their service site to and from the events listed below.

- Required IDPH trainings and meetings
- Orientation(s)

All other expenses (food, lodging, registrations, and mileage) must be approved by the host site supervisor and will be paid by IDPH. IDPH will not reimburse travel amounts in excess of limits established by Iowa Department of Administrative Services, State Accounting Enterprise. Current in-state maximum allowable amounts are:

- Food-\$8.00/breakfast, \$12.00/lunch, \$23.00/dinner
- Lodging-Maximum \$83.00 plus taxes per night
- Mileage-Maximum of \$0.39 per mile

AmeriCorps members follow the same travel/misc. reimbursement procedures as other IDPH employees, which are subject to State of Iowa laws and policies.

All agendas for meetings and receipts must be kept in order to be eligible for reimbursement.

Media

All media articles (press releases, letters to the editor, newsletter articles, etc.) regarding IDPH AmeriCorps Mentoring Program need to be submitted to IDPH for review before public distribution. The following process should be followed:

- a. Include the "Iowa Department of Public Health AmeriCorps Mentoring Program" title in all articles.
- b. Include boilerplate language (See Branding section at <https://idph.iowa.gov/ameri-corps-mentoring-program/members>)
- c. Articles need to be submitted to Amanda McCurley, Program Director, via e-mail at Amanda.McCurley@idph.iowa.gov
- d. Allow at least five (5) business days for review by IDPH.
- e. Requested changes by IDPH need to be incorporated into the articles before being distributed to the media

Day of Service

Each AmeriCorps member will be required to complete at least one day of service and provide project outcomes on the document described below. This document should be submitted to Amanda McCurley via e-mail once the Day of Service is completed. Host Site supervisors are responsible to ensure their member(s) participate in at least one day of National Service.

- **Service Project Planning, Tracking & Volunteer Sign-In Sheet** is a three-part form that will walk you through whether or not the project will accomplish the member's goals; evaluate the project once they have completed it; and it also contains a sign-in sheet for all volunteers who participate. Members must always have a sign-in sheet for every event they host.

Some examples of Days of Service include the following:

MLK Day of Service

In honor of Martin Luther King Jr., we encourage you to volunteer in your local communities. More information can be found at <http://www.nationalservice.gov/mlkday>.

AmeriCorps Week

To celebrate AmeriCorps Week, AmeriCorps members are encouraged to promote AmeriCorps and the availability of the program in your local communities.

The date for AmeriCorps Week will be in March. More details will be sent out after the date for AmeriCorps Week is established.

Requirements for Organizing Day of Service Projects

The event must abide by the following:

1. Partner with at least 1 other non-profit organization (Boys Scouts, Rotary, etc.)
2. The project must be a minimum of 4 hours. Members organizing the project can count these hours as service hours. Members can count up to an additional 8 hours toward their service for pre and post project tasks.
3. The project must be connected to youth mentoring or substance abuse prevention.
4. The project cannot be directly related to the service you perform as an AmeriCorps member – do not develop an event to replace your AmeriCorps duties.
5. The project needs to be completed on property that is available for public use.
6. The project needs to take place within the State of Iowa.
7. All communication, media, and publicity should be developed and submitted to IDPH Program Director at Amanda.McCurley@idph.iowa.gov a minimum of 3 weeks in advance.
8. Volunteers must be actively engaged in service. Educational components may not take up more than 25% of the project time.
9. No mileage reimbursement is available for AmeriCorps Service Project travel.
10. Once the project is completed, project members must submit all required documentation to the IDPH Program Director but keep a copy at your site location.

**VOLUNTEERS WILL NOT BE ASKED TO PARTICIPATE IN PROHIBITED ACTIVITIES OR
DISTRIBUTE MATERIALS RELATED TO PROHIBITED ACTIVITIES.**

POLICIES

Equal Opportunity, Affirmative Action, and Anti-Discrimination Policy

SECTION 2.40 STATE OF IOWA EEO, AA, AND ANTI-DISCRIMINATION POLICY

Last Update: 12/2010

State of Iowa

For Executive Branch Employees

All executive branch employees will be required to read this Equal Opportunity, Affirmative Action, and Anti-Discrimination Policy, and will be expected to sign an Acknowledgment indicating that the Policy was read and fully understood by the employee. This revised Policy shall become effective December 10, 2010.

A. GENERAL STATEMENT OF POLICY

It is the policy of the executive branch of state government in the State of Iowa to "Provide equal employment opportunity within state government to all persons." (Iowa Code 19B.) The intent of this policy is to ensure that individuals are not denied equal access to state employment opportunities because of their race, creed, color, religion, sex, national origin, age, physical or mental disability, sexual orientation, or gender identity, consistent with applicable state and federal policies and regulations. It is also the policy of the executive branch of state government in the State of Iowa to apply affirmative action measures to correct the underutilization of females, minorities, and persons with disabilities in the state employment system whenever remedial measures are appropriate.

B. DISCRIMINATORY HARASSMENT IN VIOLATION OF IOWA CODE CHAPTERS 216 AND 19B AND APPLICABLE FEDERAL STATUTES

Harassment of employees based upon their race, creed, color, religion, sex, national origin, age, physical or mental disability, sexual orientation or gender identity is a violation of the Iowa Civil Rights Act (Iowa Code chapter 216, as amended). Other laws also prohibiting discriminatory harassment in one or more of specified covered areas include: Iowa Code Section 19B.12, Title VII of the Civil Rights Act of 1964, as amended; the Age Discrimination in Employment Act of 1978, as amended; and the Americans with Disabilities Act of 1990.

Examples of discriminatory harassment based on the employees' protected status include, but are not limited to:

1. Abusing the dignity of an employee through insulting or degrading remarks or conduct.
2. Threats, demands, or suggestions that an employee's work status is contingent upon submission to harassment.
3. Subjecting an employee to demeaning or degrading activities in order to gain co-worker acceptance, e.g., hazing.

C. SEXUAL HARASSMENT

Sexual harassment is a violation of both federal and state statute. Harassment on the basis of sex is a violation of Section 703 Title VII of the Civil Rights Act of 1964 (42 U.S.C. Sec. 2000e et seq.) as amended and Iowa Code Sections 19B.12 and 216. Sexual harassment based on real or perceived sexual orientation or gender identity is a violation of Iowa Code Section 216. "Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such

conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment."

Within Iowa Code section 19B.12, "sexual harassment means persistent, repetitive, or highly egregious conduct directed at a specific individual or group of individuals that a reasonable person would interpret as intentional harassment of a sexual nature, taking into consideration the full context in which the conduct occurs, which conduct threatens to impair the ability of a person to perform the duties of employment, or otherwise function normally within an institution responsible for the person's care, rehabilitation, education, or training."

Examples of sexual harassment, in addition to discriminatory harassment previously described, include, but are not limited to:

1. Unwelcome sexual advances.
2. Hostile conduct based on the person's sex, sexual orientation, or gender identity.
3. Requesting or offering sexual favors in return for job benefits.
4. Actions such as cornering, patting, pinching, touching or brushing against another person's body that is sexual in nature.
5. Open speculation or inquiries about another person's sex life.
6. Jokes, remarks, or innuendos that are sexual in nature or based on real or perceived sexual orientation or gender identity about another person, or about men or women in general.
7. Displaying sexually explicit material in the work place.
8. Conditioning work benefits on submission to sexual advances, tolerance of a sexually hostile work environment or giving preferential treatment because of another person's submission to sexual advances, or tolerance of a sexually hostile work environment.

Sexual harassment can take place between (a) any two state employees, (b) a state employee and a non-state employee, including contractors, and (c) between a state employee and a visitor, guest, client, patient, inmate, or resident.

D. DISCRIMINATORY PRACTICES IN VIOLATION OF THE AMERICANS WITH DISABILITIES ACT OF 1990

A person with a disability is a person who has a physical or mental impairment that substantially limits a "major life activity," or has a record of such impairment, or is regarded as having such impairment. "Major life activities" include functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

A "qualified" person with a disability is one who meets the legitimate job requirements and is able to perform the essential function of the position with or without reasonable accommodations and without being a direct threat to the health or safety of themselves or others. Essential functions are absolute requirements for producing critical job results/outputs. Essential, by definition, means indispensable, vital, necessary, or related to the essence of the job. It does not include marginal functions or duties performed. As such, departments are not required to provide reasonable accommodations that would result in fundamental alterations in the nature of the work to be performed.

The State of Iowa and its departments, agencies and other instrumentalities and all their employment practices, services and programs shall comply with the requirements of the ADA. The ADA requires, in part, that the State of Iowa:

1. Make reasonable modifications in policies, practices, and procedures that deny equal access to individuals with disabilities, unless fundamental alteration in the program or an undue hardship would result.
2. May not refuse to allow a person with a disability to participate in a service, program or activity simply because the person has a disability.
3. Provide programs and services in an integrated setting unless separate or different measures are necessary to ensure equal opportunity.
4. Prohibit requirements that tend to screen out individuals with disabilities, such as requiring a driver's license as the only acceptable means of identification.
5. Eliminate unnecessary eligibility standards or rules that deny individuals with disabilities an equal opportunity to enjoy their services, programs or activities unless "necessary" to the provisions of the services, program or activity.
6. Impose safety requirements only when they are necessary for the safe operation of the program in question, such as requirements for eligibility for drivers' licenses if they are based on actual risks and not on mere speculation, stereotypes, or generalizations about individuals with disabilities.
7. Ensure that individuals with disabilities are not excluded or limited from participation in services, programs, and activities because buildings are inaccessible.
8. Provide services, programs and activities offered in the facility to persons with disabilities through alternative methods, if physical barriers are not removed.

E. COMPLAINT REPORTING PROCEDURE

Any person who feels that he or she has been denied an employment opportunity or has had the terms and conditions of their employment adversely affected because of race, creed, color, religion, sex, national origin, age, physical or mental disability, sexual orientation or gender identity has the right and is encouraged, to file a complaint with the person's department, pursuant to the department's complaint procedure. A person may also file a complaint with the Iowa Civil Rights Commission or the appropriate federal enforcement agency. (For sexual orientation or gender identity, protection is offered under the State of Iowa statute only.)

There shall be no discrimination or retaliation against an individual because he or she files a complaint or who aids another individual in filing a complaint. An employee who has reason to believe that he or she has been retaliated against because of participation in an investigation of a discrimination complaint may also file a charge with the Iowa Department of Administrative Services – Human Resources Enterprise, the Iowa Civil Rights Commission, or the U.S. Equal Employment Opportunity Commission, whichever is appropriate.

Any person who believes that she or he has been the victim of discrimination under this section, or who has a concern about potential violations of this section, is directed to bring the matter to the attention of his or her immediate supervisor, appointing authority, or their designees, in accordance with the department's established complaint procedure. If the concern or complaint involves the employee's immediate supervisor, the employee is encouraged to file the concern or complaint with the next highest supervisor, or, in the alternative, to the Director of the Iowa Department of Administrative Services.

Department directors shall promptly investigate all complaints. Each agency shall take final agency action in response to a complaint. Corrective action shall be taken immediately to remedy violations of this policy, whenever warranted, up to and including the discharge of parties whose conduct violates this policy. A manager or supervisor who fails to properly act upon complaints or who has personal knowledge of a violation of this policy and fails to take appropriate action shall be subject to disciplinary action up to and including discharge. The director for the Iowa Department of Administrative Services shall assist departments and agencies with this responsibility. When applicable, state officials and employees shall cooperate fully with all appropriate individuals in the investigation of

violations of this policy in order to create and maintain a workplace free from discrimination and discriminatory harassment.

A person, other than a state employee, who is the victim of discrimination prohibited under this policy, shall report the incident immediately to the director of the department affected or to the director of the Iowa Department of Administrative Services.

The Iowa Department of Administrative Services shall have the authority to conduct an investigation of practices prohibited under this policy or supervise the investigation conducted by the agency implicated when the agency director has determined that the investigation is necessary and consistent with the intent of this policy or when the complaint involves allegations of systematic discrimination.

Individuals needing assistance may also contact the Department of Administrative Services – Human Resources Enterprise, Hoover Building, Level A, Des Moines, Iowa 50319. Phone: 515-281-3087 or dashre.info@iowa.gov.

F. ASSIGNMENT OF RESPONSIBILITIES

The director of the Department of Administrative Services shall be designated as the State Affirmative Action Administrator, as required in Iowa Code Chapter 19B.3 and shall be “Responsible for the administration and promotion of equal opportunity and affirmative action efforts in the recruitment, appointment, assignment, and advancement of personnel by all state agencies except the state board of regents and the institutions under its jurisdiction.”

The director of the Department of Administrative Services shall also be designated as the State Americans with Disabilities (ADA) Coordinator in compliance with the U. S. Department of Justice’s Title II Regulations Section 35.107. The director shall carry out this responsibility as follows:

1. **Employment:** The Human Resources Enterprise of the Department of Administrative Services shall be responsible for equal employment opportunity efforts under the ADA.
2. **Accessibility:** The General Services Enterprise of the Department of Administrative Services shall be responsible for equal access to State facilities under the ADA.
3. **Complaint Reporting Procedure:** The ADA Coordinator shall utilize existing complaint reporting procedures detailed in Section E to ensure that policies and procedures of the State of Iowa and its departments, agencies and other instrumentalities do not discriminate against persons with disabilities.

Department directors have the responsibility for the overall administration of this policy within their departments. This includes the following responsibilities:

1. **Equal Opportunity:** Integrating equal opportunity into all parts of human resource and program management, reviewing all policies and procedures as they affect equal opportunity and ensuring compliance with relevant statutes.
2. **Affirmative Action:** Implementing an internal system for auditing and remedying underutilization in the workforce, and annually reporting the effectiveness of affirmative action efforts to the director of the Iowa Department of Administrative Services.
3. **Prevention of Harassment:** Making every reasonable effort to prevent all forms of harassment from occurring and taking immediate and appropriate corrective action when harassment is brought to their attention, either directly or indirectly. Any administrator, supervisor, or employee who engages in any form of discrimination or harassment prohibited by this policy or who retaliates against an individual who has complained of discrimination or harassment will be subject to disciplinary action up to and including discharge. Also, any administrator or supervisor who fails to act upon complaints of or on personal

knowledge of workplace discrimination or harassment will be subject to disciplinary action up to and including discharge.

4. Access to Program Services: Department directors shall ensure their activities, services and programs are in compliance with the ADA and accessible to the general public.

G. TRAINING

Department directors and their employees should attend training offered through the Iowa Department of Administrative Services – Human Resources Enterprise intended to sensitize and inform them concerning the elimination of discrimination and harassment in the workplace. This training shall include, but is not limited to, equal opportunity, affirmative action, diversity, and prevention of discrimination/harassment.

H. POSTING

This policy shall be posted in conspicuous places throughout each of the executive branch agencies of Iowa State government, included in employee handbooks, distributed to all agency employees, chairpersons of department advisory and policy-making groups, agency-specific recruiting sources, vendors, and contractors.

Violence-Free Workplace Policy

SECTION 9.70 VIOLENCE-FREE WORKPLACE POLICIES

Last Update: 11/14

State of Iowa

Issued August 1, 1996 – Revised November 17, 2014

I. DEFINITIONS

Violence is any act that is intended to intimidate, annoy, or alarm another person; or any act which is intended to cause pain or injury to, or which is intended to result in physical or personal contact that will be insulting or offensive to another, coupled with the apparent ability to execute the act.

A dangerous weapon is any instrument or device designed primarily for use in inflicting death or injury upon a human being or animal, and which is capable of inflicting death or injury upon a human being when used in the manner for which it was designed. Additionally, any instrument or device of any sort whatsoever which is actually used in such a manner as to indicate that the individual intends to inflict death or injury upon the other, and which, when so used, is capable of inflicting death upon a human being, is a dangerous weapon. Dangerous weapons include, but are not limited to, any offensive weapon, pistol, revolver, or other firearm, dagger, razor, stiletto, switchblade knife, or knife having a blade exceeding five inches in length.

Personal contact means an encounter in which two or more persons are in visual or physical proximity to each other. Personal contact does not require a physical touching or oral communication, although it may include these types of contacts.

II. POLICY STATEMENT

The State of Iowa recognizes that violence at work can seriously affect employee work performance and morale. Threats, intimidation, harassment, or acts of violence will not be tolerated. The State of Iowa further establishes, as its vision, that all of its officials, managers, supervisors, and employees will treat each other with courtesy, dignity, and respect. The State of Iowa is committed to a violence-free workplace, and its goal is to prevent violence in the workplace.

Accordingly, the State of Iowa is committed to:

1. Preventing the potential for violence in the work environment,
2. Reducing the negative consequences for employees who experience or encounter violence, and
3. Maintaining a work environment of respect and positive conflict resolution.

III. PROHIBITIONS

- A. Employees are prohibited from the possession, sale, transfer or use of any dangerous weapon while engaged in state business, or on state property or the Employer's premises.

This prohibition shall not include peace officers and other state employees who have been issued professional weapons permits by the Commissioner of the Department of Public Safety for use by these employees when acting under the authority of their department. Further, this policy is not intended to restrict employees who live in state owned housing from the legal possession of weapons in their homes, if allowed by the appointing authority. This policy is not intended to restrict state employees from engaging in legal hunting and recreational activities on state owned property during off-duty hours.

- B. Employees are prohibited from engaging in harassment of another employee, supervisor, manager, vendor, customer or client in accordance with the State of Iowa's Equal Opportunity, Affirmative Action and Anti-Discrimination Policy.
- C. Employees are prohibited from making threatening or intimidating statements or engaging in threatening or intimidating behavior directed to another employee, supervisor, manager, vendor, customer or client.
- D. Employees are prohibited from communicating with another employee, supervisor, manager, vendor, customer or client by telephone, electronic means, or in writing without legitimate purpose or in any manner likely to cause the other person annoyance or harm.
- E. Employees are prohibited from purposefully and without legitimate purpose having personal contact with another employee, supervisor, manager, vendor, customer or client with the intent to threaten, intimidate or alarm the other person.

IV. AFFIRMATIVE DUTIES

- A. An employee who is the victim of workplace violence shall report the incident immediately in accordance with the procedures established by this policy.
- B. An employee witnessing workplace violence or the potential for such violence directed at another person or property of the state, shall report such incidents in accordance with the procedures established by this policy.
- C. When applicable, state officials and employees shall cooperate fully with all appropriate individuals in the investigation and prosecution of criminal acts, this policy, and the pursuit of any civil remedies in order to create and maintain a violence-free workplace.

V. REPORTING PROCEDURES

Any employee who has been the victim of workplace violence, or who has a concern about potential workplace violence within the context of this policy, is directed to bring the matter to the attention of his or her supervisor, or the appointing authority or his or her designee, in accordance with the department's established complaint procedure. If the concern or complaint involves the employee's direct supervisor, the employee may go to the next higher supervisor with the concern or complaint or, in the alternative, to the Iowa Department of Administrative Services – Human Resources Enterprise. All complaints will be promptly investigated by the appointing authority or the Iowa Department of Administrative Services – Human Resources Enterprise.

In the event of a situation requiring immediate intervention by law enforcement personnel, the appropriate law enforcement agency should be contacted immediately.

VI. REMEDIES FOR POLICY VIOLATIONS

Corrective action will be taken to remedy violations of this policy when warranted, up to and including the discharge of parties whose conduct violates this policy.

Any manager or supervisor who fails to properly act upon employee complaints or on personal knowledge of conduct in violation of this policy shall be subject to disciplinary action up to and including discharge.

A copy of all complaints received and their resolution shall be forwarded to the Chief Operating Officer of the Iowa Department of Administrative Services – Human Resources Enterprise within ten (10) working days after receipt of the complaint and ten (10) working days after resolution of the complaint. Interim reports shall be provided to the Director as requested.

Substance Abuse Policy

SECTION 9.50 SUBSTANCE ABUSE POLICY

Last Update: 2/06

State of Iowa

For Executive Branch Employees

Notification and Effective Date

All executive branch employees (herein “employees”) are required to read this revised Substance Abuse Policy, and will be expected to sign an Acknowledgement indicating that the Policy was read and fully understood by the employee. This revised Policy shall become effective on December 13, 1999.

PROHIBITED ACTIVITIES

Employees who conduct state business under the influence of alcohol or an unauthorized controlled substance (herein “controlled substance”) present a threat to the health, safety, and welfare of their own persons, their fellow employees, and the public at large. The State of Iowa is committed to ensuring that its employees remain free from the effects of alcohol or controlled substances while conducting state business. Therefore, employees are prohibited from:

1. Possessing, consuming, purchasing/selling, or manufacturing alcoholic beverages or controlled substances, while they are conducting state business or are on state property;
2. Reporting to work for the State of Iowa under the influence of an alcoholic beverage or a controlled substance;
3. The unauthorized use or abuse of a prescription medication while they are conducting state business or are on state property; and/or
4. Driving a state vehicle or a personal vehicle when the employee is engaged in state business, within an eight (8) hour period after consuming an alcoholic beverage, using a controlled substance, or engaging in the unauthorized use/abuse of a prescription medicine.

Absent mitigating circumstances, an employee’s involvement in one or more of the prohibited acts listed above may result in summary discharge. “Summary discharge” shall mean a discharge from employment with the State of Iowa after the state substantiates the alleged offense through a fair and thorough investigation. It is unnecessary for the State of Iowa to implement other forms of discipline (e.g. verbal warnings, reprimands, or suspensions) before issuing a summary discharge.

OTHER ACTIVITIES INVOLVING SUBSTANCE ABUSE AND WARRANTING REPRIMAND, SUSPENSION, OR TERMINATION

Absent mitigating circumstances, any of the following shall result in a reprimand, suspension, or a summary discharge:

1. The suspension or revocation of an employee’s driver’s license, chauffeur’s license, or commercial driver’s license, if an employee’s job duties require the employee to possess the license, and the loss of his/her driving privileges results in the employee’s failure to meet the minimum qualifications for his/her job.
2. The employee engages in off-duty misconduct that either: (1) impairs the employee’s ability to perform his/her job function; (2) substantially effects the public’s perception of the employee’s ability to perform his/her job function; or (3) causes substantial damage to the reputation of the employer. The employee may be subject to reprimand, suspension, or termination even if no arrest or conviction results from the off-duty misconduct.
3. The employee reports to work displaying symptoms that the employee has consumed an alcoholic beverage or a controlled substance.

4. The employee demonstrates below standard job performance or on-the-job misconduct, including, but not limited to, excessive absenteeism or tardiness.

Smoking and Tobacco Use Policy

SECTION 9.57 SMOKING AND TOBACCO USE POLICY

State Of Iowa

For Executive Branch Employees

Issued: June 27, 2008 – Revised November 17, 2014

NOTIFICATION AND EFFECTIVE DATE

All Executive Branch employees (herein “employees”) are required to read this Smoking and Tobacco Use Policy, and will be expected to sign an Acknowledgement indicating that the policy was read and fully understood by the employee. All employees are required to abide by the standards set forth in this policy. Individual department policies may differ because some departments may be exempted from certain provisions of the policy. However, individual department policies must also be read and acknowledged by the employee. This revised policy is effective November 17, 2014.

GENERAL STATEMENT OF POLICY

The purpose of this policy is to establish a smoke-free environment for employees and the public as they transact business with or receive services from the State. This policy facilitates compliance with Iowa’s Smokefree Air Act and administrative rules governing the use of tobacco-related products. The Iowa Smokefree Air Act was enacted in Iowa Code chapter 142D to improve the health of Iowans by reducing the level of exposure to environmental tobacco smoke. Administrative rules related to this policy can be found at 641 IAC 153 and 11 IAC 100.3.

For purposes of this policy, “smoking” includes, but is not limited to, burning or vaporizing tobacco or other products in a cigarette, cigar, pipe, electronic cigarette, or any noncombustible product, which may or may not contain nicotine, that employs a heating element, power source, electronic circuit, or other electronic, chemical, or mechanical means, regardless of shape or size, that can be used to produce vapor from a solution or other substance.

For purposes of this policy, tobacco includes any type of tobacco product including, but not limited to, cigarettes, cigars, cigarillos, electronic cigarettes, pipes, bidis, hookahs, smokeless chewing tobacco, and/or snuff.

PROHIBITED ACTIVITIES

1. Smoking is prohibited within the confines of all State operated/owned facilities.
2. Smoking is prohibited within the confines of all State operated/owned vehicles.
3. Smoking is prohibited on the grounds of any public building including the Capitol Complex grounds. Grounds is defined as an outdoor area of a public building that is used in connection with the building, including but not limited to, a sidewalk immediately adjacent to the building; a sitting or standing area immediately adjacent to the building; a patio; a deck; a curtilage or courtyard; or any other outdoor area as designated by the person having custody or control of the public building.

4. Smoking is not allowed in any existing huts or any enclosed areas formerly used as smoking areas.
5. Use of tobacco products is prohibited in all space in Capitol Complex buildings controlled by the Executive Branch including tunnels and enclosures.
6. Use of tobacco products is prohibited on the grounds of the Capitol Complex.

AUTHORIZED ACTIVITIES

Smoking and the use of tobacco is authorized within the confines of enclosed privately-owned motor vehicles.

VIOLATIONS

Violations of this policy may result in disciplinary action.

EMPLOYEE ASSISTANCE

The State of Iowa recognizes that employees may need assistance in stopping the use of tobacco products. The State offers the following information for assistance in the transition process:

QUITLINE IOWA – Quitline Iowa provides free smoking cessation services to all Iowans. Quitline Iowa can provide assistance every step of the way. An expert Quit Coach is available to provide support over the phone and online as you follow a Quitting plan customized to your needs. You may also be eligible for eight weeks of nicotine patches, gum or lozenges. Call 1-800-QUIT-NOW (1-800-784-8669) or visit www.quitlineiowa.org for more information.

EMPLOYEE ASSISTANCE PROGRAM – The Employee Assistance Program (EAP) is a confidential program available to all employees and their families. The EAP may be contacted at 515-244-6090 or 1-800-EAP- IOWA (327-4692).

IOWA SMOKE FREE AIR WEBSITE – Iowa Department of Public Health’s website, www.IowaSmokefreeAir.gov is a good resource regarding the Iowa Smokefree Air Act.

IDPH AmeriCorps Mentoring Program Criminal Background Check Consideration Policy

All prospective IDPH AmeriCorps Mentoring Program members and staff are subject to a Federal Bureau of Investigation (FBI) and Iowa Department of Criminal Investigation (DCI) Criminal Background Check (the FBI check includes fingerprinting). Prospective members will also be checked against the National Sex Offender Registry using the National Sex Office Public Website (NSOPW). Any prospective member with criminal offense(s) reported by these agencies or listed as a sex offender will be dealt with on an individual basis according to the nature, degree and timing of the offense.

Member service is contingent upon successful completion of a three-part federally mandated background check (FBI, statewide repository, and sex offender registry checks). Staff service is contingent upon successful completion of a two-part federally mandated background check (statewide repository and sex offender registry checks). IDPH AmeriCorps Mentoring Program will conduct and pay for these checks. IDPH Program staff will notify sites if the applicant does not clear the background screening. Background check results cannot be shared with sites without written permission from the applicant. Sites are free to conduct a background check at their own expense (if required by district policy), but may not ask or require members to pay for a district-mandated background check.

Background Check Procedures and Considerations

Due to the recurring access that IDPH AmeriCorps Mentoring Program members have throughout their term of service with vulnerable populations (children age 17 or younger, persons age 60 and older, and/or individuals with disabilities, as defined in the Rehabilitation Act in 29 U.S.C. § 705(20B), and includes any person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such impairment or is regarded as having such an impairment, the AmeriCorps Program Director will conduct a three-part background check on all applicants. The three-part check includes the National Sex Offender Public Website (NSOPW), a criminal history check through the Iowa Division of Criminal Investigations and an FBI fingerprint criminal history check. A specific overview of how the program considers the results of each check is explained in detail in the section below, entitled “Evaluation of Criminal History Checks.” The program will cover the cost of conducting the required background checks on members.

Since some IDPH Staff do not have recurring access with vulnerable populations (children age 17 or younger, persons age 60 and older, and/or individuals with disabilities, as defined in the Rehabilitation Act in 29 U.S.C. § 705(20B), and includes any person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such impairment or is regarded as having such an impairment, the AmeriCorps Program Director will conduct a two-part background check on all staff. The two-part check includes the National Sex Offender Public Website (NSOPW) and criminal history check through the Iowa Division of Criminal Investigations. A specific overview of how the program considers the results of each check is explained in detail in the section below, entitled “Evaluation of Criminal History Checks.” The program will cover the cost of conducting the required background checks on staff. Staff that does have recurring access with vulnerable populations will be subject to the three-part background check. The three-part check includes the National Sex Offender Public Website (NSOPW), a criminal history check through the Iowa Division of Criminal Investigations and an FBI fingerprint criminal history check.

If an applicant is a resident of another state at the time of his or her application, the AmeriCorps Program Director will investigate the applicant’s criminal background in his or her state of residence, to the extent that the state permits, in addition to checking the applicant’s background through the Iowa Division of Criminal Investigations. Residency is determined by identifying the state of the applicant’s permanent address at the time of application. It

is the responsibility of the applicant to provide IDPH AmeriCorps program with any information and/or documents it needs to conduct these background checks.

All AmeriCorps Members and Staff will need to provide government-issued photo identification at the time of their first day of service in order to validate and confirm their identity. The Program Director will either save a copy of the government-issued photo ID in the member or staff file, or will record the license number and expiration date on the National Service Criminal History Check (NSCHC) form placed in staff/ member's file.

IDPH will disclose the information found in these Criminal Background Checks to the potential member and staff. If appropriate and necessary, members will be asked to disclose information to the site supervisor so that all parties involved are informed of previous incidents and able to put safeguards in place if needed.

Federal Corporation for National and Community Service policy explicitly exclude prospective members for the following reasons. If the individual:

1. Is registered, or required to be registered, on a State sex offender registry or the National Sex Offender Registry;
 2. Has been convicted of murder, as defined in section 1111 of title 18, United States Code; or
 3. Refuses to consent to a criminal background check, or who makes a false statement in connection with a program's inquiry concerning the individual's criminal history.
- All other offenses will be handled on an individual basis in conjunction with the site supervisor.

Consecutive Terms

Members who serve consecutive terms with a break of less than 120 days between terms do not require another background check for the additional term.

Processes

All documents described in this section are available on the IDPH AmeriCorps webpage. Additionally, all documents must be received by IDPH AmeriCorps Mentoring Program no later than three days prior to the member's start date. Questions or concerns regarding the IDPH background check process can be made to Amanda McCurley, Program Director.

Acknowledgement form

Members must sign and date the background check acknowledgement form.

NSOPW (Sex offender Check)

IDPH will process the NSOPW check on all prospective members and verify the results against the member's provided government issued identification.

The IDPH AmeriCorps Mentoring Program Director will initiate and complete the National Sex Offender Public Website (NSOPW) check for all applicants prior to their enrollment in the program. Additional NSOPW checks will be completed if state(s) are not reporting when initial check is run. The NSOPW check will not be complete until all states have been checked. Completion of the check will be documented by printing the results provided by the NSOPW and highlighting the date and time-stamp provided on the results.

Background Check Initiation

All background checks will be initiated when member signs and dates the FBI Fingerprint Card Acknowledgement Form. This should be completed before or on, but no later than the member's first day of service

State of Iowa Background Check

All prospective members must submit the state of Iowa background check form and waiver documentation. IDPH will process the state of Iowa check on all prospective members and verify the results against the applicant's provided government issued identification.

The Program Director will initiate and complete the criminal background check through the Iowa Division of Criminal Investigations for all members on their first day of service. Initiation of the state criminal registry check will be documented by retaining the completed FBI Fingerprint Card Acknowledgement Form, signed and dated by members and staff, to provide permission to the program to conduct the check, along with the completed check forms from members and staff. Completion of the state background check will be documented by retaining the results provided by the Iowa Division of Criminal Investigation's electronic system. The date provided on the waiver, forms for checks, and the results will match the date designated as members' first day of service in the Member Service Agreement. If further investigation is required by the Iowa Division of Criminal Investigation to provide the background check results, the member must follow the guidelines for accompaniment while serving with vulnerable populations. See the section entitled "Accompaniment Policies and Procedures" for full details. Proof of initiation and completion of the background check will be maintained in a locked filing cabinet in the member's file.

For members whose residence is in another state at the time of application, a signed and dated waiver providing permission for the program to conduct a criminal history check in his or her state of residence will be obtained in addition to the waiver to complete the Iowa check on his or her first day of service. Initiation of the additional state criminal registry check will be documented by retaining the completed waiver and forms for checks, signed and dated by member(s), to provide permission to the program to conduct the check in his or her state of residence. Completion of the additional state background check will be documented by retaining the record provided by the state's criminal records repository. If an electronic repository is unavailable, proof of the date that the background check request was mailed from the program will be retained in the member's file. The date provided on the waiver, forms for checks, and the results (or date that the background check request form was mailed), will match the date designated as members' first day of service in their Member Service Agreement.

Federal Background Check (fingerprint check)

The IDPH AmeriCorps Mentoring Program Director will initiate the fingerprint-based FBI Criminal History Record Check for all members on their first day of service. The first day of service will be based upon the date provided on the Member Service Agreement. Initiation of the check will be documented by retaining the completed FBI Fingerprint Card Acknowledgement Form, signed and dated by members, to provide permission to the program to conduct the check, along with the completed check forms from members. Members will then have five (5) business days to complete the fingerprinting in their local community and all fingerprint cards must be mailed to the Iowa Department of Criminal Investigation. A billing form must accompany the fingerprint cards. The completion date will be determined by the date included on each member's fingerprint card.

Since all prospective members will have recurring access to vulnerable populations and must receive this check. All paperwork must be completed by the member including a fingerprint card. The member is responsible for having the fingerprint card completed. A cost is sometimes associated with having a member's fingerprints taken. IDPH will reimburse for all direct background check costs. A member may pay an initial fee, but they must be

reimbursed for any direct background check costs. Members are eligible to seek reimbursement for the cost of fingerprinting by submitting a receipt provided from the fingerprinting agency with his or her fingerprint card. The receipt must be signed by a representative from the fingerprinting agency.

Once the results of the FBI Criminal History Record Check have been processed and mailed to the AmeriCorps Program Director, the results will be stored in a locked filing cabinet in the member's file.

Accompaniment Policies and Procedures

In the event that a member's Criminal History Record Information results (State OR FBI) are pending while the member is in service, that individual must either not have recurring access to vulnerable populations during this period, OR be accompanied up until their Criminal History check has been received.

Documentation of the accompaniment must be provided to the program director in order for the member to participate in this level of service. Documentation must include the dates of accompaniment, the individual accompanying the member, and the name of the service site(s) where this is occurring.

All IDPH AmeriCorps Mentoring Program members have access to vulnerable populations (children age 17 or younger, persons age 60 and older, and/or individuals with disabilities, as defined in the Rehabilitation Act in 29 U.S.C. § 705(20B), and includes any person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such impairment or is regarded as having such an impairment. Members will require accompaniment until the program receives the results of either the state(s) criminal history records check or the FBI check. An individual is accompanied when he or she is in the physical presence/sight of a person cleared for access to a vulnerable population. Accompaniment of an IDPH member must be performed by "an authorized program representative who has previously been cleared for such access" (IA Program Director Manual). The process for Accompaniment is below.

- Site Supervisor will send member enrollment package, including all Background Check releases and receipt for fingerprint cards, to be delivered to the Program Director no later than the first three days of service
- The Accompaniment Documentation form will be completed for all service hours until the Program Director notifies the site supervisor to discontinue accompaniment
- Program Director will initiate the Iowa State Records check within 24 hours of receipt of the signed Background Check Disclosure and Authorization form
- Program Director will review the state background check results and immediately notify the Site Supervisor if the member is cleared for unaccompanied contact with vulnerable populations
- When accompaniment is discontinued, the site supervisor will mail the completed Accompaniment Documentation to the Program Director within 5 business days
- Program Director will place the Documentation in the member file

Accompaniment must be documented on timesheet that identifies who did the accompaniment, on whom, on what days, and for what period of time with regular sign off from the individual performing the accompaniment attesting to their physical presence and submitted to the Program Director for inclusion in the member file. See example below.

Member Name_____ **Start Date**_____

Host Site_____

I certify by my signature that the member named above was in my presence during the specified time the member was working with vulnerable individuals.

Date	From	To	Name/Title	Signature

I certify by my signature that the member named above was not working with vulnerable populations during any service hours that are not documented above.

Date	Site Supervisor Name	Signature

IDPH AmeriCorps Mentoring program members will require accompaniment until the program receives the results of either the state(s) criminal history records check or the FBI check. If more than one state is checked for criminal history, all states' results must be returned before accompaniment is cleared. Accompaniment is required until the host site supervisor is notified by AmeriCorps Program Director that it can be discontinued.

Approval of Alternative Search Procedure (ASP)

If a criminal history check is conducted through an alternate source that the Program Director feel meets the federal requirements, or if the Program Director would like to request to use an alternative search approval as detailed in the regulation s 2540.206, the Program Director will contact the ICVS Program Officer. All alternative search options must be requested through ICVS and receive prior CNCS approval. The Program Director will follow the standard NSCH C requirements while approval is pending from CNCS.

IDPH Mentoring AmeriCorps Program

Criminal History Check Results Evaluation Process and Procedure

Prior to extending an offer to serve as an AmeriCorps member, each potential applicant will be advised that any offer is contingent upon the applicant being found suitable for the IDPH AmeriCorps Mentoring Program (hereinafter, "Program"), based on the Program's review of the applicant's criminal history, as described below.

If the applicant has not already done so, s/he will need to provide written authorization allowing the Program to conduct a criminal history check through the Iowa Division of Criminal Investigation.

Members will be subject to a Fingerprint-based FBI Criminal History Record Check due to having access to vulnerable populations (children age 17 and younger, person age 60 and older, or individuals with disabilities as defined by ADA).

If the applicant was a resident of a different state at the time of application to the Program, s/he will also need to provide any necessary authorization to allow the Program to conduct a criminal history check through the state in which the applicant resided at the time of application, as permitted by that state.

The Program will also conduct a check to determine if the applicant is listed on the National Sex Offender Public Website (NSOPW).

The Program's authorized agent (the Program Director, or his/her designee), will carefully review any records received from NSOPW and/or any appropriate state, to ensure that the record relates to the applicant. If the authorized agent is able to determine that the record does not relate to the applicant, the record shall in no way prevent the applicant from being offered a position with the Program.

If the Program reasonably believes the criminal and/or NSOPW record belongs to the applicant and is/are accurate, it will make a determination as to whether the applicant is nevertheless suitable for the Program. Unless otherwise provided by law, the Program will consider the following, and may request supplemental information from the applicant, orally or in writing, to aid in the determination process:

- Relevance of the crime to the position sought;
- The nature of the work to be performed;
- Time since the conviction;
- Age of the applicant at the time of the offense;
- Seriousness and specific circumstances of the offense;
- The number of offenses;
- Whether the applicant has pending charges;
- Any relevant evidence of rehabilitation or lack thereof; and
- Any other relevant information, including information submitted by the candidate, or requested by the Program.

If the Program is inclined to make an adverse decision based on the results of any part of the criminal background and/or NSOPW check, after completing the determination process described above, the Program will mail to the applicant's last known address a copy of the criminal record, a copy of this process, and will advise the applicant of the part(s) of the record that make the individual unsuitable for the position, and will advise the applicant that s/he has the right to dispute the accuracy and/or relevancy of the record, in writing, within 5 business days of receiving the notice. The Program will deem that the applicant received the information described herein within 3 business days of the mailing.

If the Program receives no additional information from the applicant within the above described time frame, it will notify the applicant that it has determined that the applicant has abandoned his/her application.

Upon receiving additional information from the applicant, the Program will carefully review the information, consistent with the provision above, and will promptly notify the applicant of the Program's decision. This decision shall be final. Once the results have been reviewed and the Program Director makes their determination, the document receipt date along with the Program Director's determination will be recorded on the appropriate forms and will be placed in the member's file and/or other appropriate file.

Consistent with the requirements of the Corporation for National and Community Service, under no circumstance will an applicant who appears on the National Sex Offender Registry be offered a position with this Program.

The Program will, to the extent permitted by state and local law, maintain documentation for members and applicants covered by this provision in the member's file, and/or other appropriate file. The member will have an electronic file as well as a physical paper file, and both files will be kept confidential and secure. Members who serve two consecutive terms with a break in service of less than 120 days do not require a second background check for a second term of service unless they had not received all required checks in their first term.

Member background check results are confidential.

IDPH Mentoring AmeriCorps Grievance Procedures

A. Purpose

In accordance with 42 U.S.C. 12636 and implementing regulations at 45 C.F.R. 2540.230, the following grievance procedures have been established by the AmeriCorps program to deal with grievances from participants, labor organizations, and other interested individuals. In general, disputes must pertain to service related issues such as a proposed service assignment or a mid-term or end of term evaluation; or a member's suspension or dismissal. A dispute also may concern an applicant protesting the reason he/she was not selected as an AmeriCorps member; or a labor union's claim that a member is displacing its union members.

All AmeriCorps members must file complaints in accordance with the following procedures set forth below.

B. Pre-Complaint Process

In general, all aggrieved parties such as members, applicants, or any other interested parties should attempt to resolve any problems or disputes with the other party on a one-to-one basis.

The issues should be clearly stated and understood by both parties. If this process does not resolve the matter, the aggrieved party may request that the program provide an Alternative Dispute Resolution process (ADR) such as mediation or facilitation to resolve the dispute. The program may provide this alternative dispute process to the aggrieved party. ADR proceedings must be initiated within 45 calendar days from the date of the alleged occurrence. At the initial session of the dispute resolution proceedings, the party must be advised in writing of his or her right to file a grievance and right to arbitration. If the matter is resolved, and a written agreement is reached, the party will agree to forego filing a grievance in the matter under consideration.

If mediation, facilitation, or other dispute resolution processes are selected, the process must be aided by a neutral party who, with respect to an issue in controversy, functions specifically to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement. The neutral party may not compel a resolution. Proceedings before the neutral party must be informal, and the rules of evidence will not apply. With the exception of a written and agreed upon dispute resolution agreement, the proceeding must be confidential.

If an ADR is used and the matter is not resolved within 30 calendar days from the date the dispute resolution process began, the neutral party mediating or facilitating the process must again notify the aggrieved party of his/her right to file a formal complaint. In the event an aggrieving party files a grievance, the neutral party may not participate in the formal complaint process. In addition, no communications or proceedings of the information dispute resolution process may be referred to or introduced into evidence at the grievance and arbitration hearing. Any decision by the neutral party is advisory and not binding unless both parties agree.

C. Formal Complaint Process

A member may request a grievance hearing without participating in ADR or if the ADR process fails to facilitate a mutually agreeable resolution. The member should make a written request for a hearing to the Program Director, Julie Hibben. Except for a grievance that alleges fraud or criminal activity, a request for a grievance hearing must be made within one year after the date of the alleged occurrence. It is preferred that they be filed no later than 60 days after the date of the alleged occurrence. At the time a request for a hearing is made, the program should make available to the member information that it relied upon in its disciplinary decision.

The Project Director, Julie Hibben, will conduct the grievance hearing. The person conducting the hearing may not have participated in any previous decisions concerning the issue in dispute. A hearing must be held no later than 30 calendar days after the filing of the grievance, and a written decision must be made no later than 60 calendar days after filing.

Allegations of fraud or criminal activity must be reported immediately to the Corporation for National and Community Service's Inspector General. If the grievance pertains to discrimination on the basis of race, color, national origin, gender, age, or disability the member will be immediately notified in writing of his/her right to file a discrimination complaint with the Corporation's Equal Opportunity Office. (In general, the member has 180 days after the alleged discrimination to file a complaint with the Corporation.)

D. Arbitration

If the Project Director's decision is adverse to the aggrieved party who filed the grievance or 60 calendar days after filing of a grievance no decision has been reached, the filing party may submit the grievance to binding arbitration before a qualified arbitrator. The disputing parties will jointly select the arbitrator. The arbitrator must be independent of the disputing parties.

If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the disputing parties, the Corporation for National and Community Service's Chief Executive Officer (CEO) will appoint an arbitrator from a list of qualified arbitrators.

An arbitration proceeding must be held no later than 45 calendar days after the request for arbitration. If the CEO, however, selects the arbitrator, the proceeding must occur no later than 30 calendar days after the arbitrator's appointment.

Arbitrator's Decision: A decision must be made by the arbitrator no later than 30 calendar days after the date the arbitration proceeding begins.

Cost: The cost of the arbitration proceeding must be divided evenly between the parties to the arbitration. If, however, the aggrieved party prevails in the binding arbitration proceeding, the program must pay the total cost of the proceeding and the prevailing parties' attorney fees.

Remedies: Remedies for a grievance filed under a procedure established by a recipient of Corporation assistance may include:

- a. Prohibition of a placement of a participant; and
- b. In grievance cases where there is a violation of nonduplication or nondisplacement requirements and the employer of the displaced employee is the recipient of Corporation assistance:
 - i. Reinstatement of the employee to the position he or she held prior to the displacement;
 - ii. Payment of lost wages and benefits;
 - iii. Re-establishment of other relevant terms, conditions and privileges of employment; and
 - iv. Any other equitable relief that is necessary to correct any violation of the nonduplication or nondisplacement requirements or to make the displaced employee whole.

Suspension or termination of assistance: The Corporation may suspend or terminate payments for assistance under this chapter.

Suspension of placement: If a grievance is filed regarding a proposed placement of a participant, such placement must not be made unless the placement is consistent with the resolution of the grievance.

Suspension of service: Pending resolution of grievance filed due to release for cause, member's service is suspended.

Effect of noncompliance with arbitration: A suit to enforce arbitration awards may be brought in any Federal district court having jurisdiction over the parties without regard to the amount in controversy or the parties' citizenship.

Prohibited Activities and Nonduplication/Nondisplacement

Prohibited Activities. While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or the Corporation, staff and AmeriCorps members may not engage in the following activities (see 45 CFR § 2520.65):

- a. Attempting to influence legislation;
- b. Organizing or engaging in protests, petitions, boycotts, or strikes;
- c. Assisting, promoting, or deterring union organizing;
- d. Impairing existing contracts for services or collective bargaining agreements;
- e. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- f. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
- g. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;
- h. Providing a direct benefit to—
 - i. A business organized for profit;
 - ii. A labor union;
 - iii. A partisan political organization;
 - iv. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
 - v. An organization engaged in the religious activities described in paragraph (g) of this section, unless Corporation assistance is not used to support those religious activities;
- i. Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive;
- j. Providing abortion services or referrals for receipt of such services; and
- k. Such other activities as the Corporation may prohibit.

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non-Corporation funds. Individuals should not wear the AmeriCorps logo while doing so.

Nonduplication/Nondisplacement (45 CFR §§ 2540.100)

(e) *Nonduplication.* Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of paragraph (f) of this section are met, Corporation assistance will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.

(f) *Nondisplacement.* 45 CFR §§ 2540.100 (1) An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving Corporation assistance.

(2) An organization may not displace a volunteer by using a participant in a program receiving Corporation assistance.

(3) A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual.

(4) A participant in a program receiving Corporation assistance may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.

(5) A participant in any program receiving assistance under this chapter may not perform any services or duties, or engage in activities, that— (i) Will supplant the hiring of employed workers; or (ii) Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.

(6) A participant in any program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any— (i) Presently employed worker; (ii) Employee who recently resigned or was discharged; (iii) Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures; (iv) Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or (v) Employee who is on strike or who is being locked out.

EXITING AmeriCorps

Members Who Resign or Exit Prior to Term Completion

When circumstances arise where a member is unable to complete his/her term of service, it's important for the member to complete several exit steps prior to their last day. Both the supervisor and member should follow this checklist for quick reference and to ensure all steps are satisfactorily completed before the member's last day. This checklist is also on the IDPH AmeriCorps webpage.

Members who resign from their term of service without a Compelling Reason, such as injury or illness, will forfeit their Education Award

****Members who do not provide at least 2-weeks' notice and who do not complete the process outlined below will be ineligible to serve with any future AmeriCorps program****

Upon Notification of Resignation:

- ☐ Member provides letter of resignation to Supervisor.
 - Supervisor notifies IDPH Program Director immediately.
 - Supervisor emails AND mails original resignation letter to IDPH Program Director.
- ☐ Prior to last day of service, Member and Supervisor verify all reports have been submitted and received by IDPH
 - Monthly
 - Quarterly
 - Service Project
 - Mid-Term Evaluation (if applicable)
- ☐ Member submits final timesheet
 - Supervisor approves final timesheet
- ☐ Member completes the Exit Form in [My AmeriCorps](#)
 - *If the Exit Form does not appear in the member's My AmeriCorps account, contact the Program Director.*
- ☐ Supervisor begins [End-Of-Term Evaluation](#)
 - Supervisor and Member sign and date form
 - Supervisor mails original to IDPH Program Director
 - Iowa Department of Public Health
ATTN: Amanda McCurley, AmeriCorps Program Director
321 East 12th Street
Des Moines, IA 50319
 - If the Member leaves prior to signing the End-Of-Term Evaluation and does not exit out of My AmeriCorps, the Site Supervisor must make three attempts to ask the Member to complete the End-Of-Term Evaluation and to Exit out of My AmeriCorps. These three attempts must be documented and must include all of the following:

1. Email

2. Phone call
 3. Certified mail
- Once the Supervisor tries three unsuccessful attempts to reach the Member to sign the End-Of-Term Evaluation and for the Member to Exit My AmeriCorps, the Supervisor will then send the documented dates and types of attempts to the IDPH Program Director.

End of Term Exit Checklist for Members and Supervisors

You are on the homestretch for completing your term! There are a few steps you need to follow for a successful Term Exit. For your convenience, this checklist has been prepared to help guide you through the necessary steps. Both the supervisor and member should follow this checklist for quick reference and to ensure all steps are satisfactorily completed before the member's last day. You will find this form, along with the following on the IDPH AmeriCorps website, under Exit Forms:

- AmeriCorps Exit Checklist
- AmeriCorps Exit Checklist for Members Who Resign
- AmeriCorps Exit Form in MyAmeriCorps Site
- AmeriCorps Member Civic Engagement Survey
- AmeriCorps Training Certification

One Month Prior to Term Completion:

- ☐ Supervisor and member review member timesheets and schedule to confirm that the minimum required service hours have been/or will be completed by the member's end date.

During Last Week of Service:

- ☐ Member and Supervisor verify all reports have been submitted and received by IDPH
- Monthly
 - Quarterly
 - Service Project
- ☐ Member completes [AmeriCorps Training Certification](#) form. Both member and site supervisor sign and date the form. Original is mailed to the IDPH Program Director.

Last Two Days of Service:

- ☐ Member completes [Civic Engagement Post-Survey online](#) (*member will need their AmeriCorps ID number. Contact the Program Director if you need this*)
- ☐ Member completes the Exit Form and Exit Survey in [My AmeriCorps](#)
- *If the Exit Form does not appear in the member's My AmeriCorps account, contact the Program Director. (The form is automatically available 30 days before the default one year completion date. If the member's term is less than one year, the form has to be unlocked by the Program Director.)*

Last Day of Service:

- ☐ Supervisor completes [End-Of-Term Evaluation](#)
- Supervisor and Member sign and date form
 - Supervisor mails original to IDPH Program Director
 - Iowa Department of Public Health

ATTN: Amanda McCurley, AmeriCorps Program Director
321 East 12th Street
Des Moines, IA 50319

- ☐ Member submits final timesheet
- ☐ Supervisor approves final timesheet and confirms minimum required service hours have been completed

Life After AmeriCorps

Congratulations! You are now an AmeriCorps Alum. Take time to join the AmeriCorps Alum association which is a free non-profit that helps alumni of AmeriCorps by offering discount offerings, career development, connection to alumni just to mention a few.

Sign up today at: <http://www.americorpsalums.org/>



Upon successful completion of your AmeriCorps term of service, your education award will be available through My.AmeriCorps.gov approximately 4 weeks after we have received all of your paperwork into our office and you have been exited from the program.

Stay Connected

<http://www.nationalservice.gov/programs/ameriCorps/alumni/stay-connected>

AmeriCorps alumni are bound together by a common commitment to service and a desire to participate as active members in their communities. Learn how you can continue your commitment "this year and beyond."

AmeriCorps and Your Career

<http://www.nationalservice.gov/programs/ameriCorps/alumni/ameriCorps-and-your-career>

Potential employers recognize the value of AmeriCorps service. The experience you develop through service shows your ability to handle tough tasks, your commitment to seeing things through, and your dedication.



AmeriCorps and Your Education

my.americorps.gov

Segal AmeriCorps Education Awards -- named after Eli Segal, one of the pioneers of the national service movement and the first CEO of CNCS -- are a post-service benefit received by all AmeriCorps members.

